

YORK COUNTY, VIRGINIA, RESIDENTS' OPINIONS ON LIVING IN YORK COUNTY



**Conducted for York County, Virginia
by Responsive Management**

2015

YORK COUNTY, VIRGINIA, RESIDENTS' OPINIONS ON LIVING IN YORK COUNTY

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EXECUTIVE SUMMARY

INTRODUCTION AND METHODOLOGY

This study was conducted for York County to determine residents' opinions on facilities and services in York County and about living in York County in general, and it follows up on previous similar surveys, the last of which was administered in 2011. The study entailed a telephone survey of York County residents 18 years old and older.

For the survey, telephones were selected as the preferred sampling medium because of the almost universal ownership of telephones among York County residents (both landlines and cell phones were called). Additionally, telephone surveys, relative to mail or Internet surveys, allow for more scientific sampling and data collection, provide higher quality data, obtain higher response rates, are more timely, and are more cost-effective. Telephone surveys also have fewer negative effects on the environment than do mail surveys because of reduced use of paper and reduced energy consumption for delivering and returning the questionnaires.

The telephone survey questionnaire was developed cooperatively by Responsive Management and York County, based in part on the aforementioned previous surveys. Responsive Management conducted pre-tests of the questionnaire to ensure proper wording, flow, and logic in the survey. The sample was representative of residents of York County as a whole. Telephone surveying times are Monday through Friday from 9:00 a.m. to 9:00 p.m., Saturday from noon to 5:00 p.m., and Sunday from 5:00 p.m. to 9:00 p.m., local time. The survey was conducted in January 2015. The software used for data collection was Questionnaire Programming Language. Responsive Management obtained a total of 407 completed interviews.

The analysis of data was performed using Statistical Package for the Social Sciences as well as proprietary software developed by Responsive Management. The results were weighted by gender and age to be representative of York County as a whole. For the entire sample of York County residents, the sampling error is at most plus or minus 4.84 percentage points. Sampling error was calculated based on a sample size of 407 and a population size of 48,188 York County residents 18 years old and older.

REASONS FOR LIVING IN YORK COUNTY AND LIKELIHOOD TO CONTINUE LIVING IN YORK COUNTY

- An open-ended question asked residents to name the main reason that they live in York County. The top response, substantially exceeding the other responses, is the good quality of schools: 34% of respondents say this is the main reason they live in York County. Three other responses have at least 10% of residents naming them: they like it in York County (18%), they work nearby (15%), and because they grew up nearby (10%).
- The overwhelming majority of York County residents (86%) say that it is likely that they will be living in York County in 5 years (with 63% saying it is *very* likely).

RATINGS OF VARIOUS ASPECTS OF LIVING IN YORK COUNTY

- The survey had a series of 17 questions that asked residents to rate various aspects of York County and living in York County, as shown in Text Box 1 on the following page.
 - Of the 17 items, 7 of them form a top tier, each with at least 40% of respondents giving it a rating of *excellent*:
 - York County as a place to raise children (62% rate this as excellent).
 - York County as a place to live (60%).
 - The overall quality of life in York County (52%).
 - Educational opportunities in York County (48%).
 - The overall image or reputation of York County (47%).
 - Recreational opportunities, parks, and athletic fields in York County (44%).
 - York County as a place to retire (40%).
 - On the other hand, 2 of the 17 have markedly low percentages rating them as excellent:
 - Employment opportunities in York County (15%).
 - Traveling by car on York County roads (7%).

Text Box 1**Aspects of York County and Living in York County That Were Rated by Residents**

Q17. The overall quality of life in York County
Q19. York County as a place to live
Q20. York County as a place to raise children
Q21. York County as a place to work
Q22. York County as a place to retire
Q23. The overall value they receive for their tax dollars in York County
Q24. The overall appearance of York County
Q25. The overall quality of new development in York County
Q26. The variety of housing options
Q27. Employment opportunities
Q28. Educational opportunities
Q29. Recreational opportunities, parks, and athletic fields
Q30. Opportunities to attend cultural activities
Q31. Rate opportunities to participate in community matters and affairs
Q32. Traveling by car on York County roads
Q33. The overall quality of the natural environment in York County
Q34. The overall image or reputation of York County

- The most common answer, when residents are asked if York County in general is getting better, staying the same, or getting worse, is that the County is getting better (49%), about five times the percentage saying it is getting worse (10%).
- In follow-up, those who said York County is getting better were asked in an open-ended question to name what, specifically, is better. The most common answers relate to the quality of county services and facilities (35% of those who say the County is getting better), followed by the appearance of York County (22%), traffic (21%), the recreational facilities (20%), the quality of life in general (18%), and the quality of residential development (17%). Note that these percentages are of those who say that York County is getting *better*.
 - Similarly, those who said York County is getting worse were asked to name what things are worse. The most common answers pertain to the quality of County services and facilities (47% of those who say the County is getting worse), residential development (37%), the County use of taxes (37%), development in general (20%), the appearance of York County (16%), and schools (15%). Note that these percentages are of those who say that York County is getting *worse*.

- The survey asked residents if there had been too much, about the right amount, or too little new residential and commercial development over the past 5 years in York County. For both types of development, the most common answer was that there had been *about the right amount* over the past 5 years. Otherwise, the percentages who said that there had been too much (29% regarding new residential development, 21% regarding new commercial development) exceeded the percentages who said that there had been too little (7% for residential, 11% for commercial development).
- The overwhelming majority of York County residents (98%) agree with the statement that York County is, in general, a safe place to live, with 73% saying that they *strongly* agree.

USE OF AND RATINGS OF SERVICES AND FACILITIES OF YORK COUNTY

- The survey asked residents if they had participated in or used five activities/facilities of York County. At the top, a large majority (74%) had used the Yorktown or Tabb Libraries, and a majority had participated in activities or events at Riverwalk Landing in Yorktown (62%). Also with substantial use were any parks or athletic fields other than the new Sports Complex (49%) and the Sports Complex itself (44%). At the bottom, only 8% had used the County Senior Center.
 - In a related question, the survey asked about children's participation in youth recreation programs or leagues. About half of residents with children (48%) report that their children participated in youth recreation programs or leagues in the past 12 months.

- The survey asked residents to rate 21 specific services or facilities provided by York County on a scale of excellent-good-fair-poor, as shown in Text Box 2 on the following page.
- In looking at ratings of *excellent*, the services fall out into three tiers. At the top, 3 of the 21 items have a majority giving it a rating of *excellent*:
 - Fire and Rescue Services (59% rate them as excellent).
 - The Yorktown and Tabb Library facilities (56%).
 - Sheriff's Office and law enforcement (55%).
 - A second tier has 8 items out of the 21 in which at least a third, but less than a majority, rate them as *excellent*:
 - The public school system's instructional programs (43%).
 - The Sports Complex (42%).
 - Trash collection services (41%).
 - The appearance of County government office buildings and their properties (41%).
 - Youth recreation programs or leagues (38%).
 - Public school buildings and facilities (37%).
 - The residential recycling program (37%).
 - Materials and programs offered in the Yorktown and Tabb libraries (36%).
 - In looking at ratings of *poor*, 5 of the 21 items have at least 10% giving a *poor* rating:
 - The appearance of major County roads where the County, not VDOT, mows and maintains the landscaping (15% rate it *poor*).
 - Efforts to control mosquitoes (13%).
 - The special leaf collection program (11%).
 - The enforcement of codes related to junk vehicles and junkyards (11%).
 - The enforcement of codes related to high grass and weeds, abandoned buildings, and other things that impact the appearance of the community (11%).

Text Box 2**Services or Facilities Provided by York County That Were Rated by Residents**

- Q38. Fire and Rescue Services
- Q39. Sheriff's Office and law enforcement
- Q40. Public school buildings and facilities
- Q41. The public school system's instructional programs
- Q42. Youth recreation programs or leagues
- Q43. Adult recreation programs or leagues
- Q44. The Sports Complex
- Q45. Senior Center facilities and programs
- Q46. The Yorktown and Tabb Library facilities
- Q47. Materials and programs offered in the Yorktown and Tabb libraries
- Q48. Services for people who are disadvantaged
- Q49. Trash collection services
- Q50. The residential recycling program
- Q51. The special leaf collection program
- Q52. The special debris collection service
- Q53. Stormwater drainage systems and maintenance
- Q54. Efforts to control mosquitoes
- Q55. The appearance of County government office buildings and their properties
- Q56. The appearance of major County roads, such as Routes 17, 171, 199, and 143 where the County, not VDOT, mows and maintains the landscaping
- Q57. Enforcement of codes relating to junk vehicles and junkyards
- Q58. Enforcement of codes relating to high grass and weeds, abandoned buildings, and other things that impact the appearance of the community

- More than two-thirds of residents (69%) report that they had a personal interaction with a York County employee in the past 12 months.
 - Among those who had an interaction, the overwhelming majority (97%) rate the quality of that interaction as *excellent* or *good*, including 57% rating it *excellent*.
 - In follow-up, those who reported having an interaction with a York County employee were asked if they agreed or disagreed that the employee was responsive, courteous, and knowledgeable (in three separate questions). Overwhelming majorities of those who had an interaction agreed with each: 97% agreed that they were responsive, 96% agreed that they were courteous, and 94% agreed that they were knowledgeable.

OPINIONS ON YORK COUNTY GOVERNMENT DECISION-MAKING

- The overwhelming majority of residents (77%) agree with the statement, “Before the County makes important decisions, citizens who want to be heard have an opportunity to express their opinions.” They are about evenly split between *strongly* agreeing (41%) and *moderately* agreeing (35%) (rounding on the graph causes an apparent discrepancy in the stated sum; the two sum to 77% when calculated on unrounded numbers). At the other end, 8% disagree.
- Another question explores whether residents feel their opinions will be considered in decision making (there being a subtle difference between being *heard* and being *considered* in decision making). Again the results are positive, with a majority of residents (62%) agreeing with the statement, “If I inform the County how I feel on an issue, my opinion will be taken into consideration before a decision is made.” However, 16% disagree (another 22% give a neutral answer).

SOURCES OF INFORMATION

- Residents were asked about four potential sources of information about County services, programs, and/or government affairs. They were first asked if they use each source, and, if they do, they were asked to rate the source.
- The County’s newsletter, called “Citizen News,” is the most popular source of information, used by 60% of residents, closely followed by the County government web site (57%). The two other sources had only about 1 in 5 residents using them: WYCG – Channel 46 (21%) and WCSD – Channel 47 (19%).
- Ratings of the sources of information are positive: all of them had more than 85% of source users rating them *excellent* or *good*.

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INTRODUCTION AND METHODOLOGY

This study was conducted for York County to determine residents' opinions on facilities and services in York County and about living in York County in general. The study entailed a telephone survey of York County residents 18 years old and older, based on a previous survey that was administered in December 2010 and January 2011. Specific aspects of the research methodology are discussed below.

USE OF TELEPHONES FOR THE SURVEY

For the survey, telephones were selected as the preferred sampling medium because of the almost universal ownership of telephones among York County residents (both landlines and cell phones were called). Additionally, telephone surveys, relative to mail or Internet surveys, allow for more scientific sampling and data collection, provide higher quality data, obtain higher response rates, are more timely, and are more cost-effective. Telephone surveys also have fewer negative effects on the environment than do mail surveys because of reduced use of paper and reduced energy consumption for delivering and returning the questionnaires.

QUESTIONNAIRE DESIGN

The telephone survey questionnaire was developed cooperatively by Responsive Management and York County, based on the aforementioned previous survey. Responsive Management conducted pre-tests of the questionnaire to ensure proper wording, flow, and logic in the survey.

SURVEY SAMPLE

The sample of York County residents was obtained from SSI, a firm specializing in providing scientifically valid samples of the general population, and the sample contained both landlines and cell phones. The sample was representative of York County residents 18 years old and older.

TELEPHONE INTERVIEWING FACILITIES

A central polling site at the Responsive Management office allowed for rigorous quality control over the interviews and data collection. Responsive Management maintains its own in-house

telephone interviewing facilities. These facilities are staffed by interviewers with experience conducting computer-assisted telephone interviews on the subject of community resources.

To ensure the integrity of the telephone survey data, Responsive Management has interviewers who have been trained according to the standards established by the Council of American Survey Research Organizations. Methods of instruction included lecture and role-playing. The Survey Center Managers and other professional staff conducted a project briefing with the interviewers prior to the administration of this survey. Interviewers were instructed on type of study, study goals and objectives, handling of survey questions, interview length, termination points and qualifiers for participation, interviewer instructions within the survey instrument, reading of the survey instrument, skip patterns, and probing and clarifying techniques necessary for specific questions in the survey questionnaire.

INTERVIEWING DATES AND TIMES

Telephone surveying times are Monday through Friday from 9:00 a.m. to 9:00 p.m., Saturday from noon to 5:00 p.m., and Sunday from 5:00 p.m. to 9:00 p.m., local time. A five-callback design was used to maintain the representativeness of the sample, to avoid bias toward people easy to reach by telephone, and to provide an equal opportunity for all to participate. When a respondent could not be reached on the first call, subsequent calls were placed on different days of the week and at different times of the day. The survey was conducted in January 2015.

TELEPHONE SURVEY DATA COLLECTION AND QUALITY CONTROL

The software used for data collection was Questionnaire Programming Language (QPL). The survey data were entered into the computer as each interview was being conducted, eliminating manual data entry after the completion of the survey and the concomitant data entry errors that may occur with manual data entry. The survey instrument was programmed so that QPL branched, coded, and substituted phrases in the survey based on previous responses to ensure the integrity and consistency of the data collection.

The Survey Center Managers and statisticians monitored the data collection, including monitoring of the actual telephone interviews without the interviewers' knowledge, to evaluate

the performance of each interviewer and ensure the integrity of the data. The survey instrument itself contained error checkers and computation statements to ensure quality and consistent data. After the surveys were obtained by the interviewers, the Survey Center Managers and/or statisticians checked each completed survey to ensure clarity and completeness. Responsive Management obtained a total of 407 completed interviews with residents ages 18 years old and older.

DATA ANALYSIS

The analysis of data was performed using Statistical Package for the Social Sciences as well as proprietary software developed by Responsive Management. The results were weighted by gender, age, and geographic information to be representative of York County as a whole.

On questions that asked respondents to provide a number (e.g., age), the graph shows ranges of numbers rather than the precise numbers. Nonetheless, each respondent provided a precise number, and the dataset includes this precise number, even if the graph only shows ranges of numbers. Note that the calculation of means and medians used the precise numbers that the respondents provided.

Graphs that show opinions on specific questions based on demographic and behavioral characteristics are included, based on extensive crosstabulations. These crosstabulations include by gender, age, years of residency, children/no children, and military/non-military. These graphs are more legible than the previous report's nonparametric analyses that were included, providing the same information in graphs.

The crosstabulations that formed the basis of the above questions, including by gender, age, years of residency, children/no children, military/non-military, and by upper/lower county, are shown in Appendices A through F.

SAMPLING ERROR

Throughout this report, findings of the telephone survey are reported at a 95% confidence interval. For the entire sample of York County residents, the sampling error is at most plus or minus 4.84 percentage points. This means that if the survey were conducted 100 times on different samples that were selected in the same way, the findings of 95 out of the 100 surveys would fall within plus or minus 4.84 percentage points of each other. Sampling error was calculated using the formula described below, with a sample size of 407 and a population size of 48,188 York County residents 18 years old and older.

Sampling Error Equation

$$B = \left(\sqrt{\frac{N_p(.25)}{N_s} - .25} \right) \sqrt{\frac{N_s}{N_p - 1}} \quad (1.96)$$

Where: B = maximum sampling error (as decimal)
 N_p = population size (i.e., total number who could be surveyed)
 N_s = sample size (i.e., total number of respondents surveyed)

Derived from formula: p. 206 in Dillman, D. A. 2000. *Mail and Internet Surveys*. John Wiley & Sons, NY.

Note: This is a simplified version of the formula that calculates the maximum sampling error using a 50:50 split (the most conservative calculation because a 50:50 split would give maximum variation).

NOTES ON READING THE REPORT

In examining the results, it is important to be aware that the questionnaire included several types of questions:

- Open-ended questions are those in which no answer set is read to the respondents; rather, they can respond with anything that comes to mind from the question.
- Closed-ended questions have an answer set from which to choose.
- Single or multiple response questions: Some questions allow only a single response, while other questions allow respondents to give more than one response or choose all that apply. Those that allow more than a single response are indicated on the graphs with the label, "Multiple Responses Allowed."
- Scaled questions: Many closed-ended questions (but not all) are in a scale, such as excellent-good-fair-poor.
- Series questions: Many questions are part of a series, and the results are primarily intended to be examined relative to the other questions in that series (although results of the questions individually can also be valuable). Typically, results of all questions in a series are shown together.

Some graphs show an average, either the mean or median (or both). The mean is simply the sum of all numbers divided by the number of respondents. Because outliers (extremely high or low numbers relative to most of the other responses) may skew the mean, the median is shown. The median is the number at which half the sample is above and the other half is below. In other words, a median of 150 means that half the sample gave an answer of more than 150 and the other half gave an answer of less than 150.

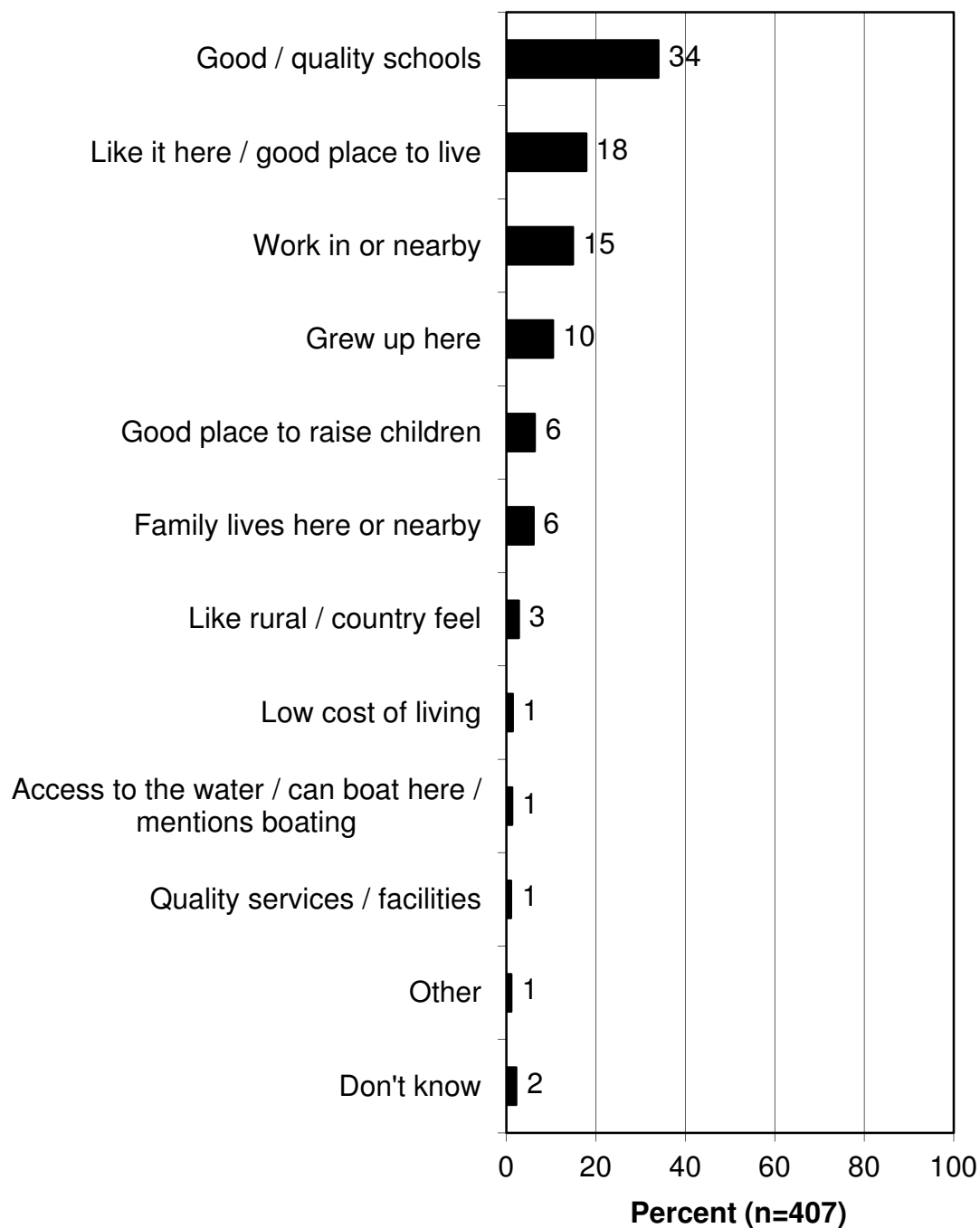
Most graphs show results rounded to the nearest integer; however, all data are stored in decimal format, and all calculations are performed on unrounded numbers. For this reason, some results may not sum to exactly 100% because of this rounding on the graphs. Additionally, rounding may cause apparent discrepancies of 1 percentage point between the graphs and the reported results of combined responses (e.g., when “strongly agree” and “moderately agree” are summed to determine the total percentage who agree).

For the reader’s convenience, the survey instrument is included as Appendix G.

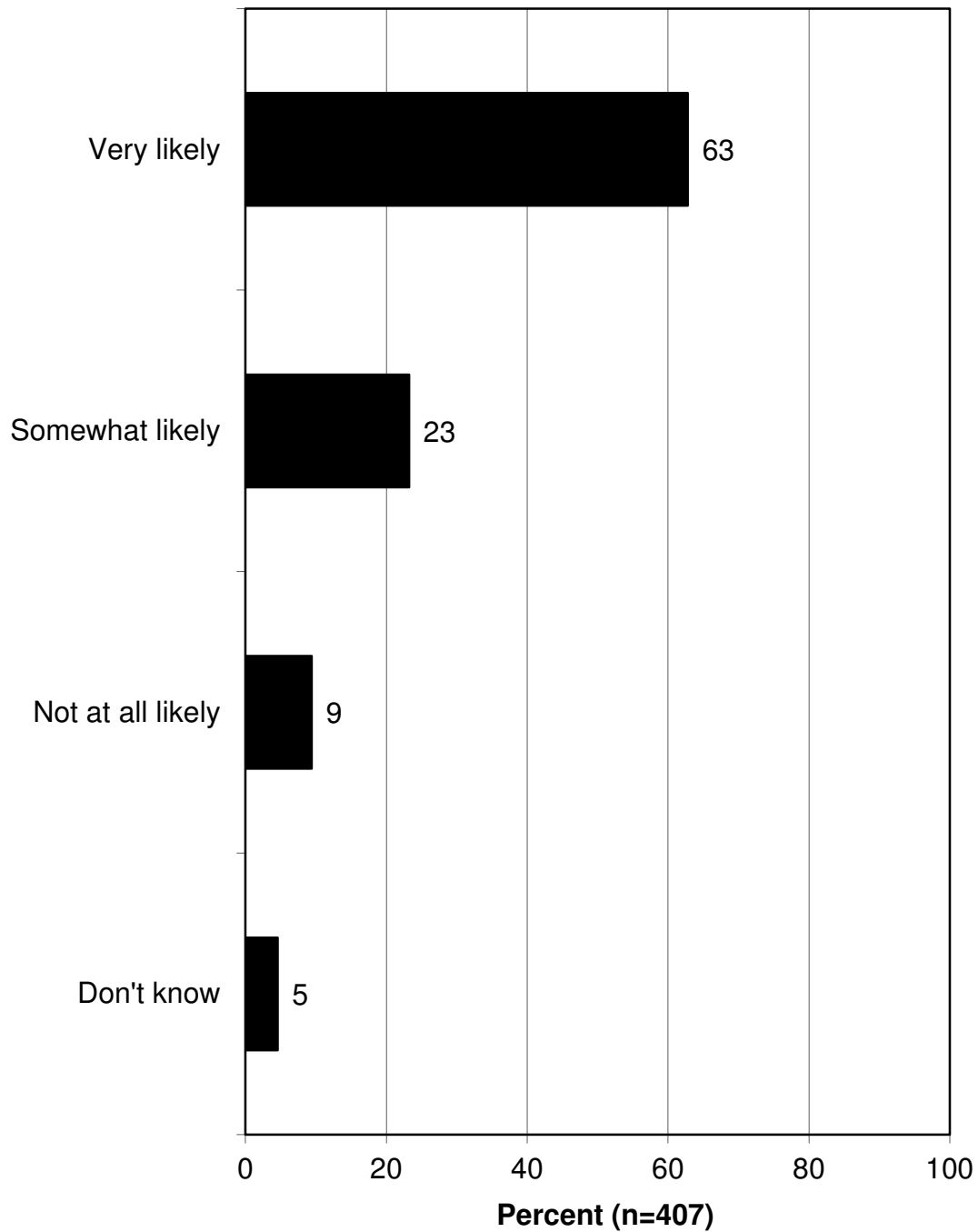
REASONS FOR LIVING IN YORK COUNTY AND LIKELIHOOD TO CONTINUE LIVING IN YORK COUNTY

- An open-ended question asked residents to name the main reason that they live in York County. The top response, substantially exceeding the other responses, is the good quality of schools: 34% of respondents say this is the main reason they live in York County. Three other responses have at least 10% of residents naming them: they like it in York County (18%), they work nearby (15%), and because they grew up nearby (10%). No other response was given by as much as 10% of respondents.
- The overwhelming majority of York County residents (86%) say that it is likely that they will be living in York County in 5 years (with 63% saying it is *very likely*); only 9% say it is not at all likely that they will be living in York County in 5 years.

Q14. First, what is the single main reason you live in York County?



Q96. How likely are you to be living in York County 5 years from now?



RATINGS OF VARIOUS ASPECTS OF LIVING IN YORK COUNTY

- The survey had a series of 17 questions that asked residents to rate various aspects of York County and living in York County, as shown in Text Box 1 on the following page. Note that the beginning point in the series of questions was randomized so the order of the questions was not the same for all respondents.
- Of the 17 items, 7 of them form a top tier, each with at least 40% of respondents giving it a rating of *excellent* (note that these are the same 7 items as were in a top tier the last time the survey was administered, albeit in slightly different order):
 - York County as a place to raise children (62% rate this as excellent).
 - York County as a place to live (60%).
 - The overall quality of life in York County (52%).
 - Educational opportunities in York County (48%).
 - The overall image or reputation of York County (47%).
 - Recreational opportunities, parks, and athletic fields in York County (44%).
 - York County as a place to retire (40%).
- On the other hand, 2 of the 17 have markedly low percentages rating them as excellent:
 - Employment opportunities in York County (15%).
 - Traveling by car on York County roads (7%).
- Also in this section is a graph showing the percentage who rate each item as *excellent* or *good*. In this graph, each item except employment opportunities in York County and traveling by car on York County roads has a majority giving it an *excellent* or *good* rating. Another graph shows ratings of *fair* and *poor* combined, and a final graph shows ratings of *poor*.

Text Box 1**Aspects of York County and Living in York County That Were Rated by Residents**

Q17. The overall quality of life in York County
Q19. York County as a place to live
Q20. York County as a place to raise children
Q21. York County as a place to work
Q22. York County as a place to retire
Q23. The overall value they receive for their tax dollars in York County
Q24. The overall appearance of York County
Q25. The overall quality of new development in York County
Q26. The variety of housing options
Q27. Employment opportunities
Q28. Educational opportunities
Q29. Recreational opportunities, parks, and athletic fields
Q30. Opportunities to attend cultural activities
Q31. Rate opportunities to participate in community matters and affairs
Q32. Traveling by car on York County roads
Q33. The overall quality of the natural environment in York County
Q34. The overall image or reputation of York County

- Extensive crosstabulations were run on several individual questions in this series. The questions discussed below are:
 - The ratings of the overall quality of life in York County.
 - York County as a place to raise children.
 - York County as a place to live.
 - Educational opportunities in York County.
 - Overall image or reputation of York County.

- Those who rate the overall quality of life excellent are correlated with:
 - Those with children in the household.
 - Those with active or retired military in the household.
 - Homeowners (as opposed to renters).
 - Those younger than the median adult age (48 years—note that this is the median adult age, as nobody younger than 18 was interviewed in the survey).

- Those who give a rating of excellent to York County as a place to raise children are correlated with:
 - Those with children in the household (note that anybody could get the question, including those without children).
 - Those younger than the median adult age (48 years—note that this is the median adult age, as nobody younger than 18 was interviewed in the survey).
 - Those without active or retired military in the household.

- Those who give a rating of excellent to York County as a place to live are correlated with:
 - Those who consider their ethnicity to be white.
 - Those with children in the household.
 - Note that no group was substantially higher than residents overall on this question (the two above are at 65%, while overall the percentage is 61%).

- Those who give a rating of excellent to educational opportunities in York County are correlated with:
 - Those with children in the household.
 - Those younger than the median adult age (48 years—note that this is the median adult age, as nobody younger than 18 was interviewed in the survey).
 - Males.

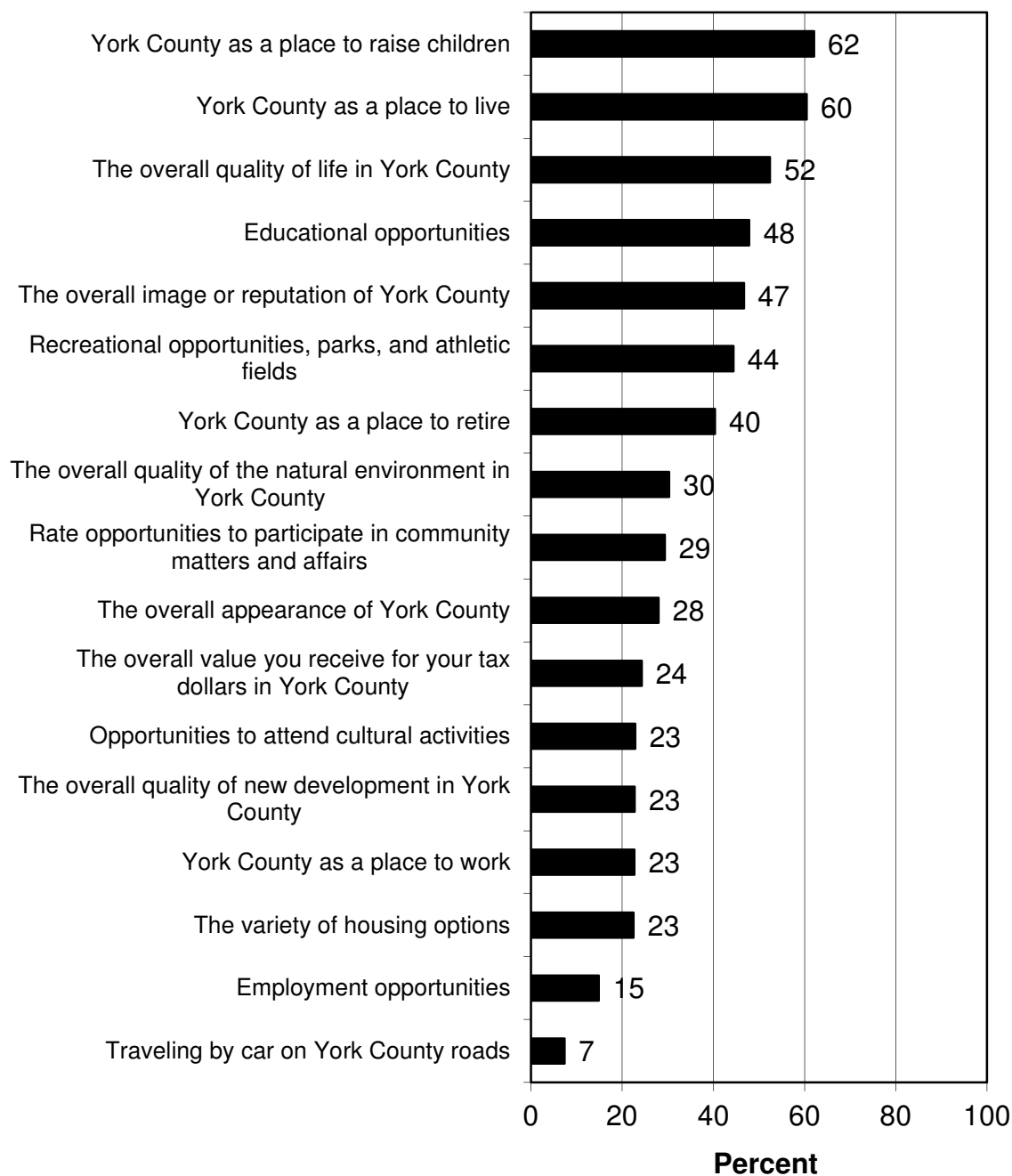
- Those who give a rating of excellent to overall image or reputation of York County are correlated with:
 - Those with children in the household.
 - Those younger than the median adult age (48 years—note that this is the median adult age, as nobody younger than 18 was interviewed in the survey).
 - Whites.
 - Homeowners.

- The most common answer, when residents are asked if York County in general is getting better, staying the same, or getting worse, is that the County is getting better (49%), about five times the percentage saying it is getting worse (10%).
 - In follow-up, those who said York County is getting better were asked in an open-ended question what, specifically, is better. The most common answers relate to the quality of county services and facilities (35% of those who say it is getting better), followed by the appearance of York County (22%), traffic (21%), the recreational facilities (20%), the quality of life in general (18%), and the quality of residential development (17%). Note that these percentages are of those who say that York County is getting *better*.
 - Similarly, those who said York County is getting worse were asked to name what things are worse. The most common answers pertain to the quality of County services and facilities (47% of those who say it is getting worse), residential development (37%), the County use of taxes (37%), development in general (20%), the appearance of York County (16%), and schools (15%). Note that these percentages are of those who say York County is getting *worse*.
- The survey asked residents if there had been too much, about the right amount, or too little new residential and commercial development over the past 5 years in York County. For both types of development, the most common answer was that there had been *about the right amount* over the past 5 years. Otherwise, the percentages who said that there had been too much (29% regarding new residential development, 21% regarding new commercial development) exceeded the percentages who said that there had been too little (7% for residential, 11% for commercial development).
 - In comparing residential and commercial development over the past 5 years, there appears to be slightly more tolerance for new commercial development.

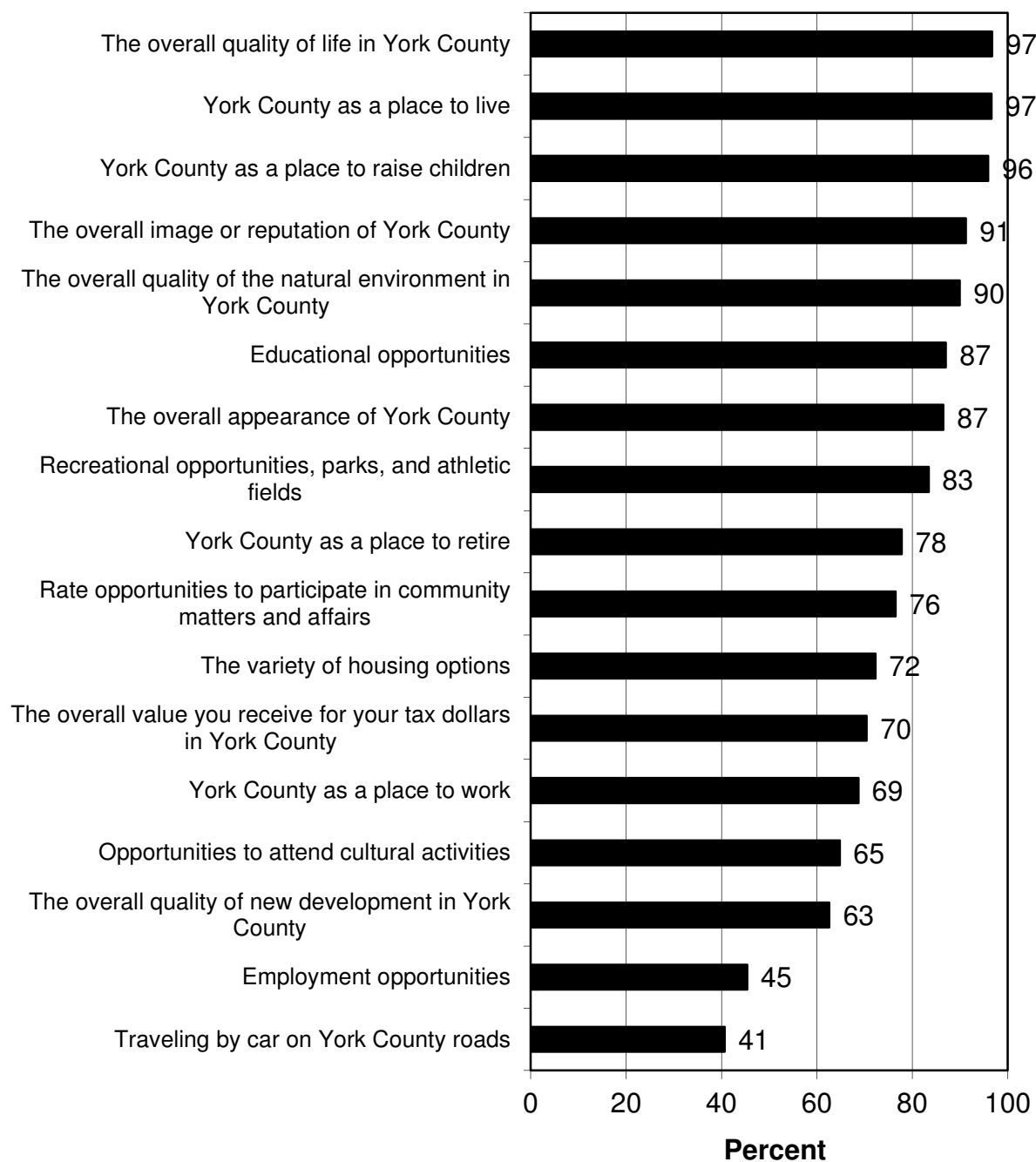
- The overwhelming majority of York County residents (98%) agree with the statement that York County is, in general, a safe place to live, with 73% saying that they *strongly* agree. (Note that strongly and moderately agree sum to 98%; rounding on the graph causes the apparent discrepancy in the sum.)
 - This 98% agreeing is in line with previous surveys. In the 1998 survey, 98% agreed; in the 2000 survey, 99% agreed; in the 2005 survey, 98% agreed, and in the 2011 survey, 98% agreed.

- Crosstabulations looked at those who strongly agree that York County is a safe place to live. Those who strongly agree with this are correlated with:
 - Those who have lived in York County for the median or more years.
 - Those without active or retired military in the household.
 - Those the median adult age or older (48 years—note that this is the median adult age, as nobody younger than 18 was interviewed in the survey).
 - Females.

**Q17-Q34. Percent who rated the following in
York County as excellent.**



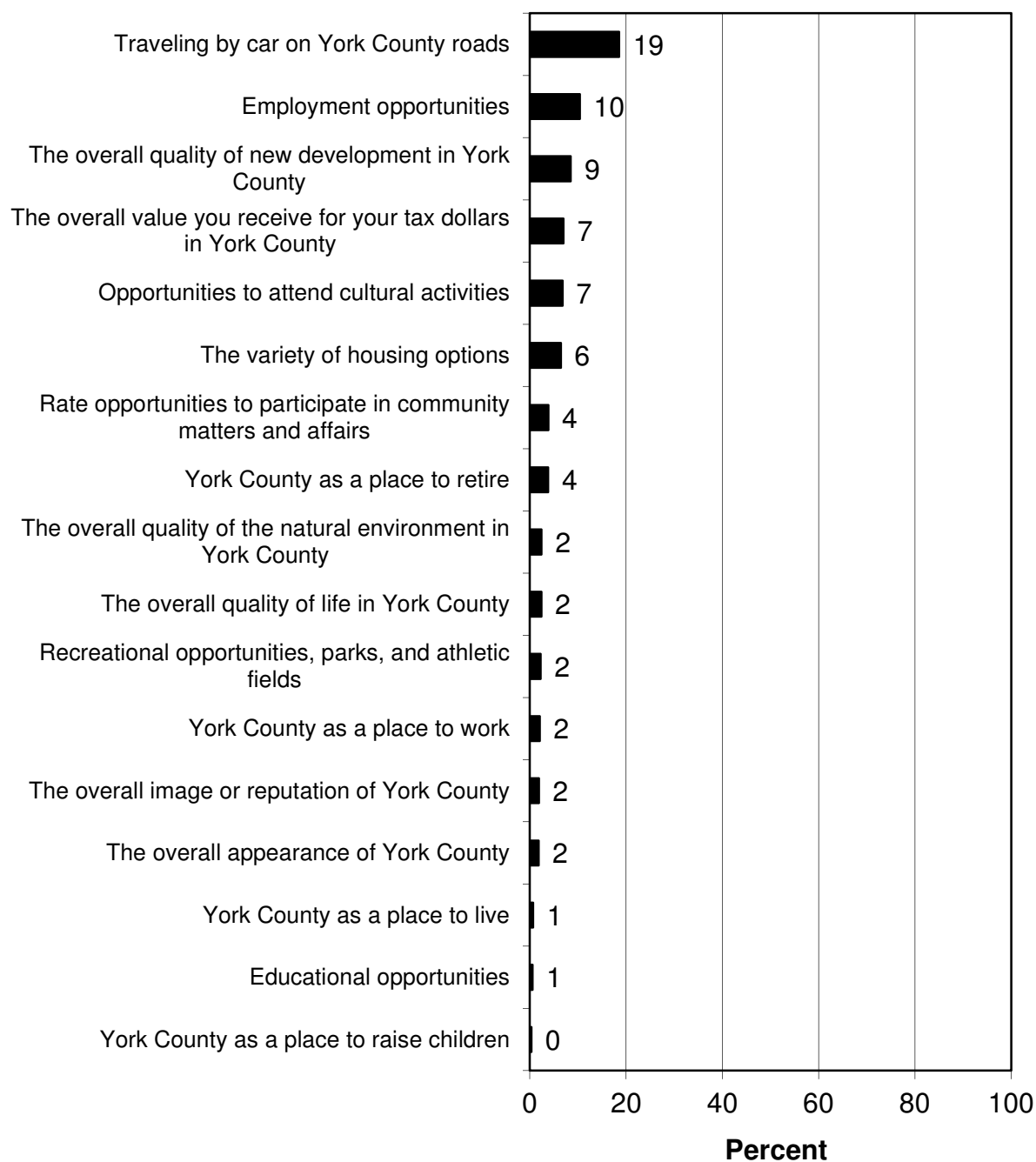
Q17-Q34. Percent who rated the following in York County as excellent or good.



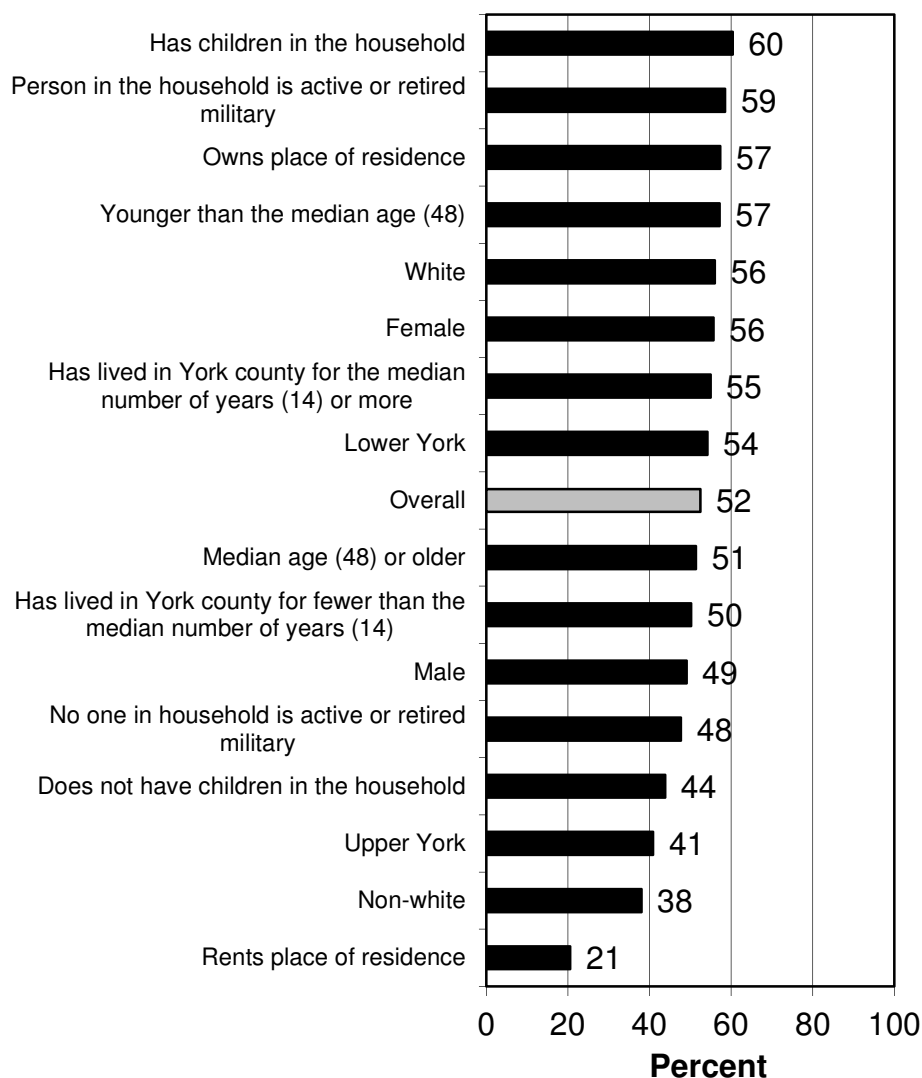
Q17-Q34. Percent who rated the following in York County as fair or poor.



Q17-Q34. Percent who rated the following in York County as poor.



Percent of each of the following groups who rated the overall quality of life in York County as excellent:



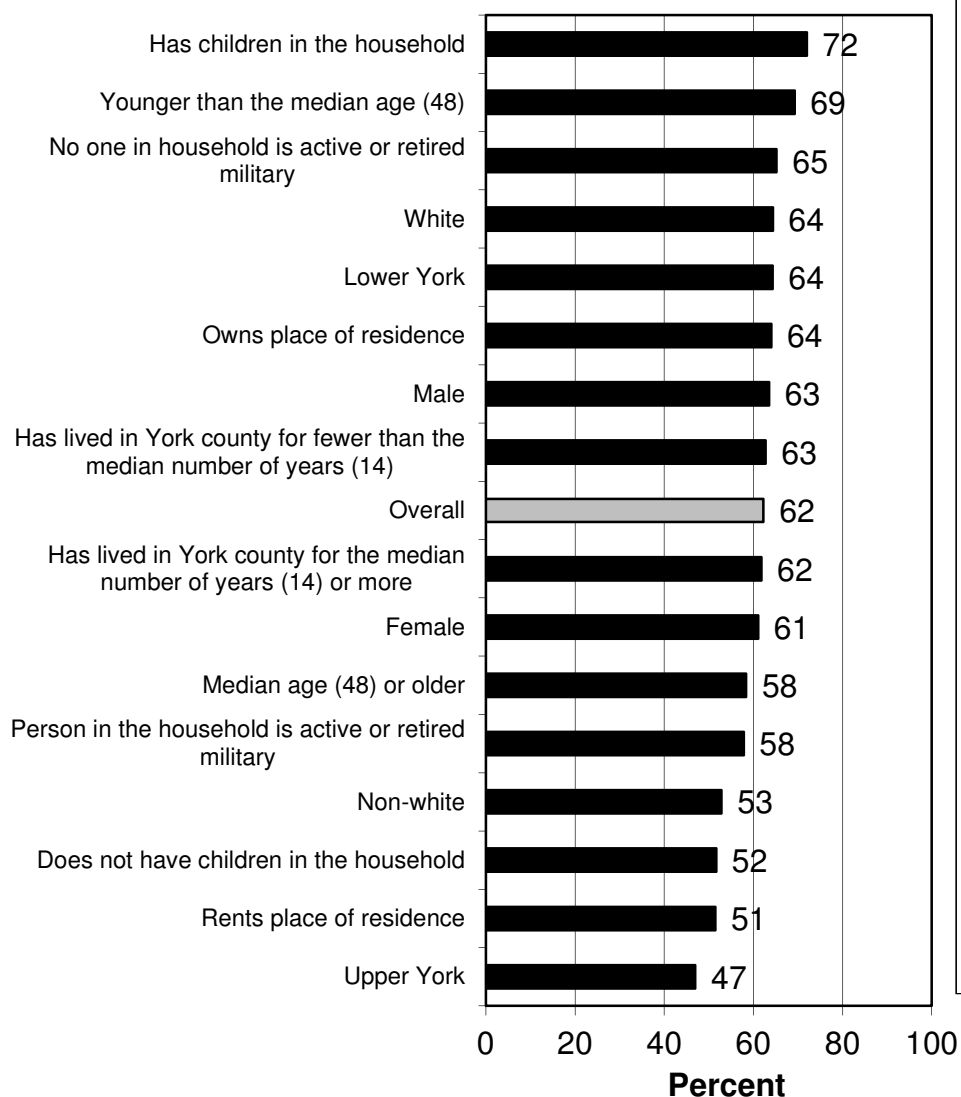
Overall, 52% of York County residents rate the overall quality of life in York County as excellent, as shown in the gray bar.

Those groups above the gray bar have a greater propensity to give a rating of excellent. For instance, 60% of residents with children give a rating of excellent, markedly higher than residents overall.

Additionally, residents with active or retired military in the household, compared to residents overall, are more likely to give a rating of excellent (59% of them do).

On the other hand, those groups below the gray bar are less likely to give a rating of excellent. For instance, among those who rent their residence, 21% give a rating of excellent, far below residents overall. Also, Upper York residents are less likely to give a rating of excellent (only 38% do).

**Percent of each of the following groups
who rated York County as a place to
raise children as excellent:**



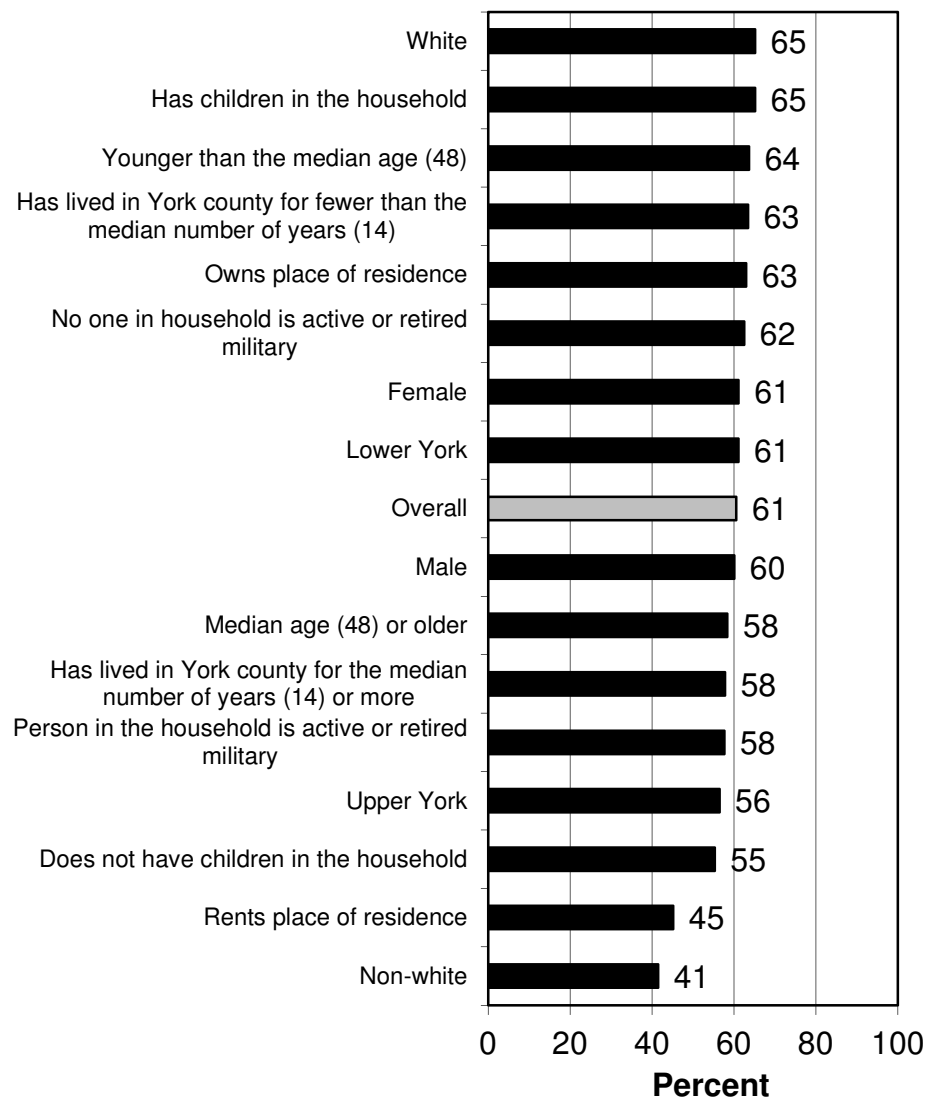
Overall, 62% of York County residents give a rating of excellent to York County as a place to raise children, as shown in the gray bar.

Those groups above the gray bar have a greater propensity to give a rating of excellent. For instance, 72% of residents with children give a rating of excellent, markedly higher than residents overall.

Additionally, residents who are younger than the median adult age, compared to residents overall, are more likely to give a rating of excellent (69% of them do).

On the other hand, those groups below the gray bar are less likely to give a rating of excellent. For instance, only 47% of Upper York residents give a rating of excellent, far below residents overall. Also, residents who rent are less likely to give a rating of excellent (only 51% do).

Percent of each of the following groups who rated York County as a place to live as excellent:

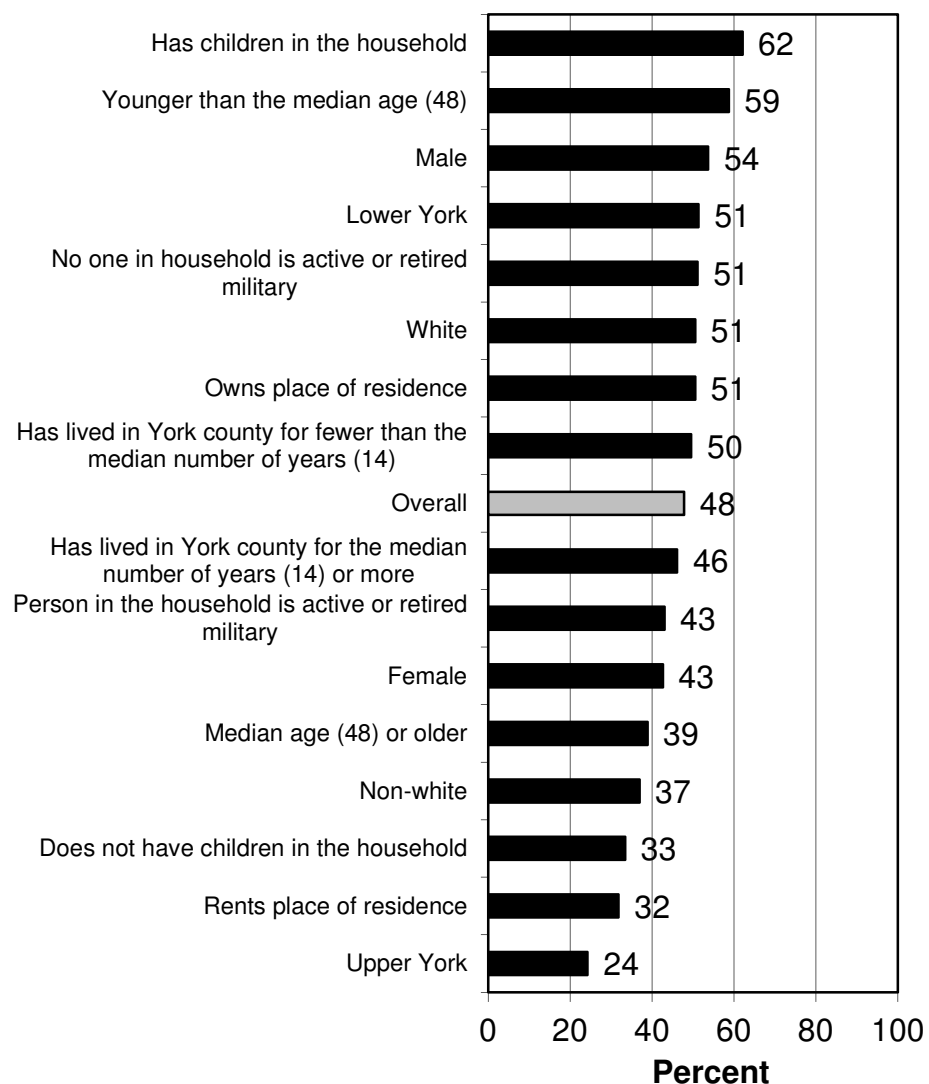


Overall, 61% of York County residents give a rating of excellent to York County as a place to live, as shown in the gray bar.

Those groups above the gray bar have a greater propensity to give a rating of excellent. For instance, 65% of white residents give a rating of excellent, a little higher than residents overall. Additionally, residents with children in the household, compared to residents overall, are more likely to give a rating of excellent (65% of them do).

On the other hand, those groups below the gray bar are less likely to give a rating of excellent. For instance, only 41% of non-white residents give a rating of excellent, well below residents overall. Also, residents who rent are less likely to give a rating of excellent (only 45% do).

Percent of each of the following groups who rated educational opportunities in York County as excellent:

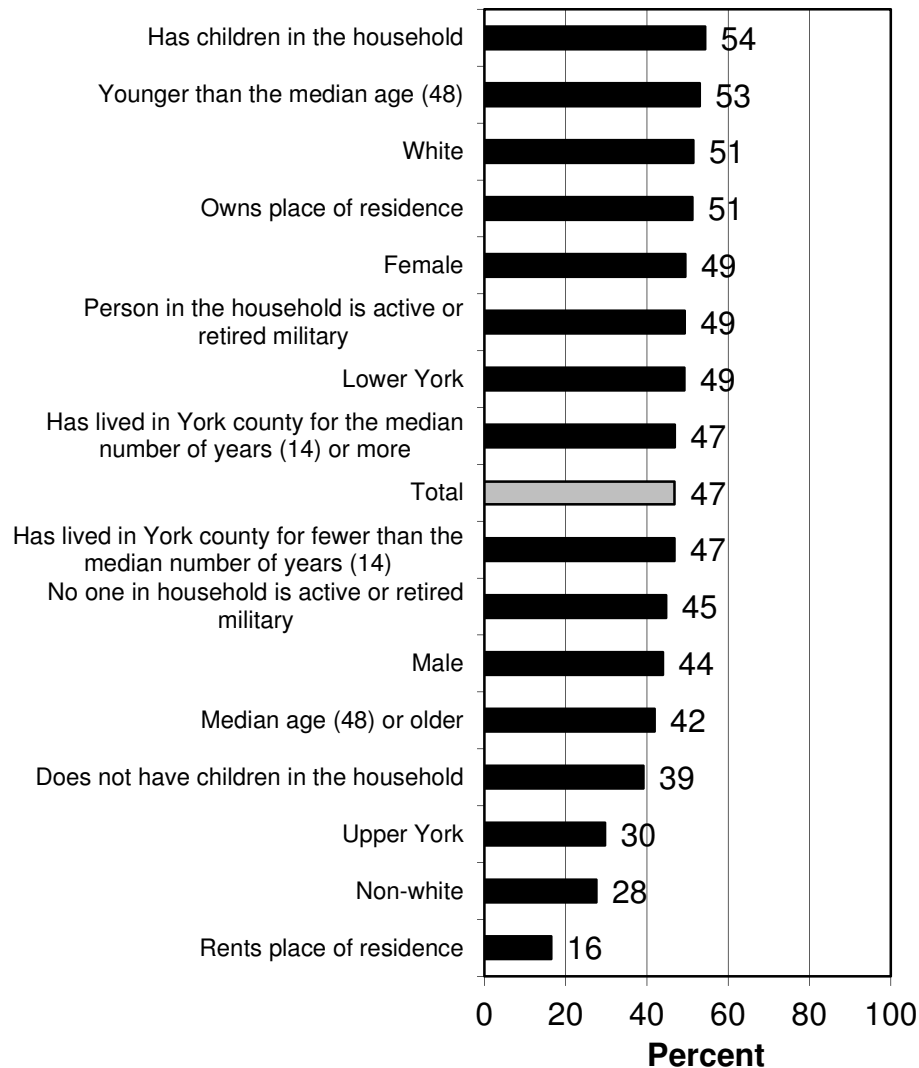


Overall, 48% of York County residents give a rating of excellent to educational opportunities in York County, as shown in the gray bar.

Those groups above the gray bar have a greater propensity to give a rating of excellent. For instance, 62% of residents with children give a rating of excellent, markedly higher than residents overall. Additionally, residents who are younger than the median adult age, compared to residents overall, are more likely to give a rating of excellent (59% of them do).

On the other hand, those groups below the gray bar are less likely to give a rating of excellent. For instance, only 24% of Upper York residents give a rating of excellent, far below residents overall. Also, residents who rent are less likely to give a rating of excellent (only 32% do).

Percent of each of the following groups who rated the overall image or reputation of York County as excellent:

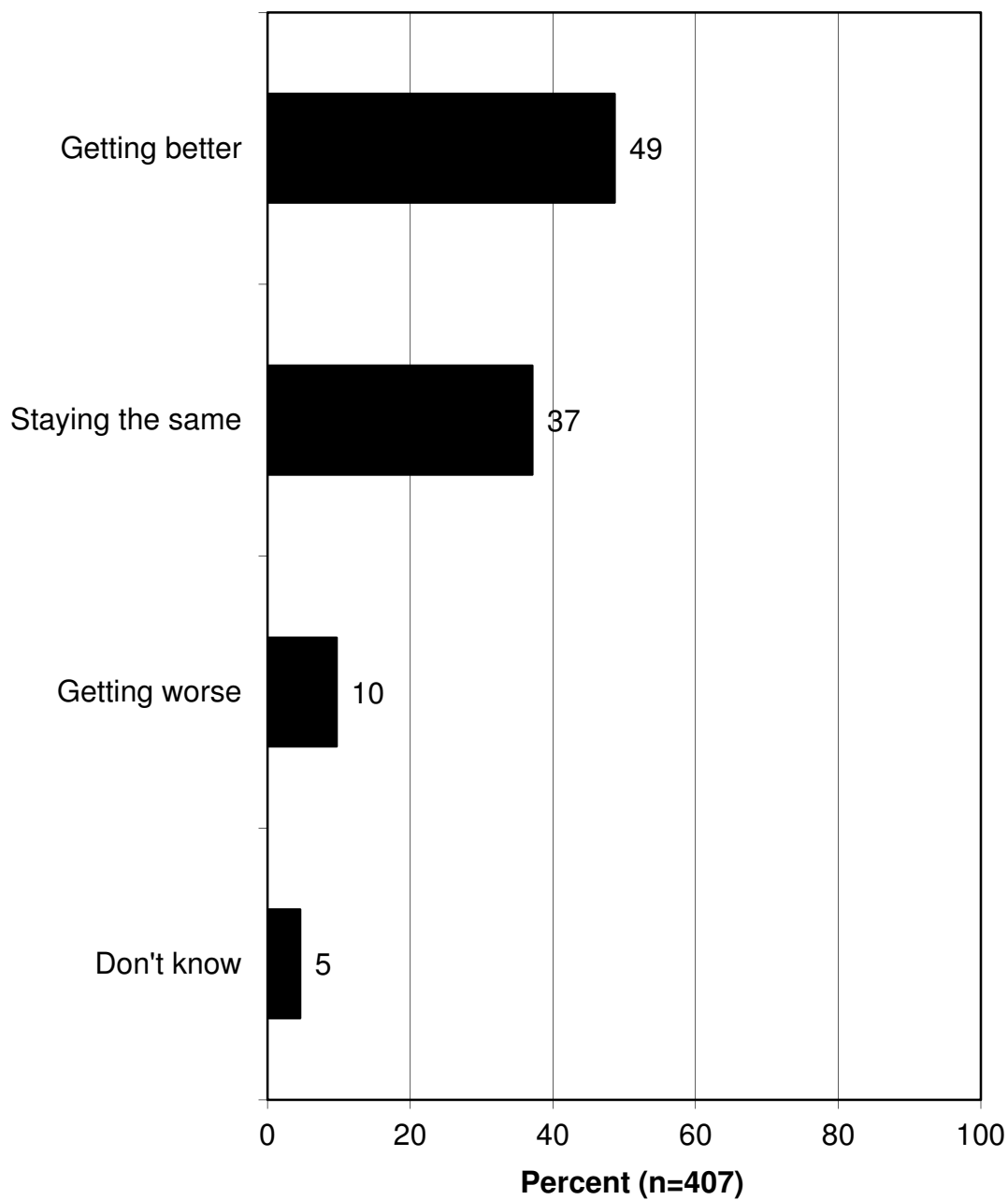


Overall, 47% of York County residents give a rating of excellent to the overall image or reputation of York County, as shown in the gray bar.

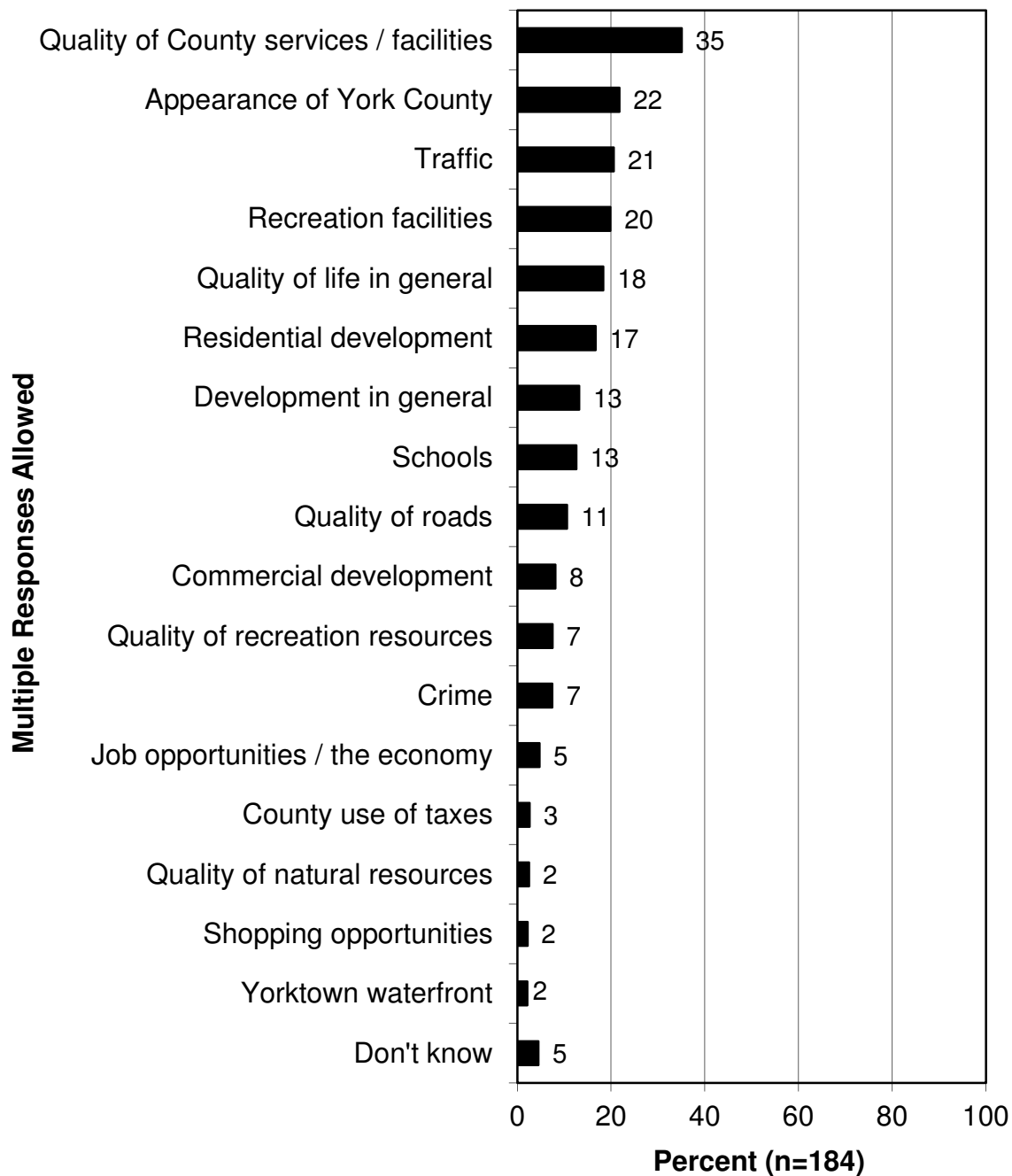
Those groups above the gray bar have a greater propensity to give a rating of excellent. For instance, 54% of residents with children give a rating of excellent, higher than residents overall. Additionally, residents who are younger than the median adult age, compared to residents overall, are more likely to give a rating of excellent (53% of them do).

On the other hand, those groups below the gray bar are less likely to give a rating of excellent. For instance, only 16% of renters give a rating of excellent, far below residents overall. Also, non-white residents are less likely to give a rating of excellent (only 28% do).

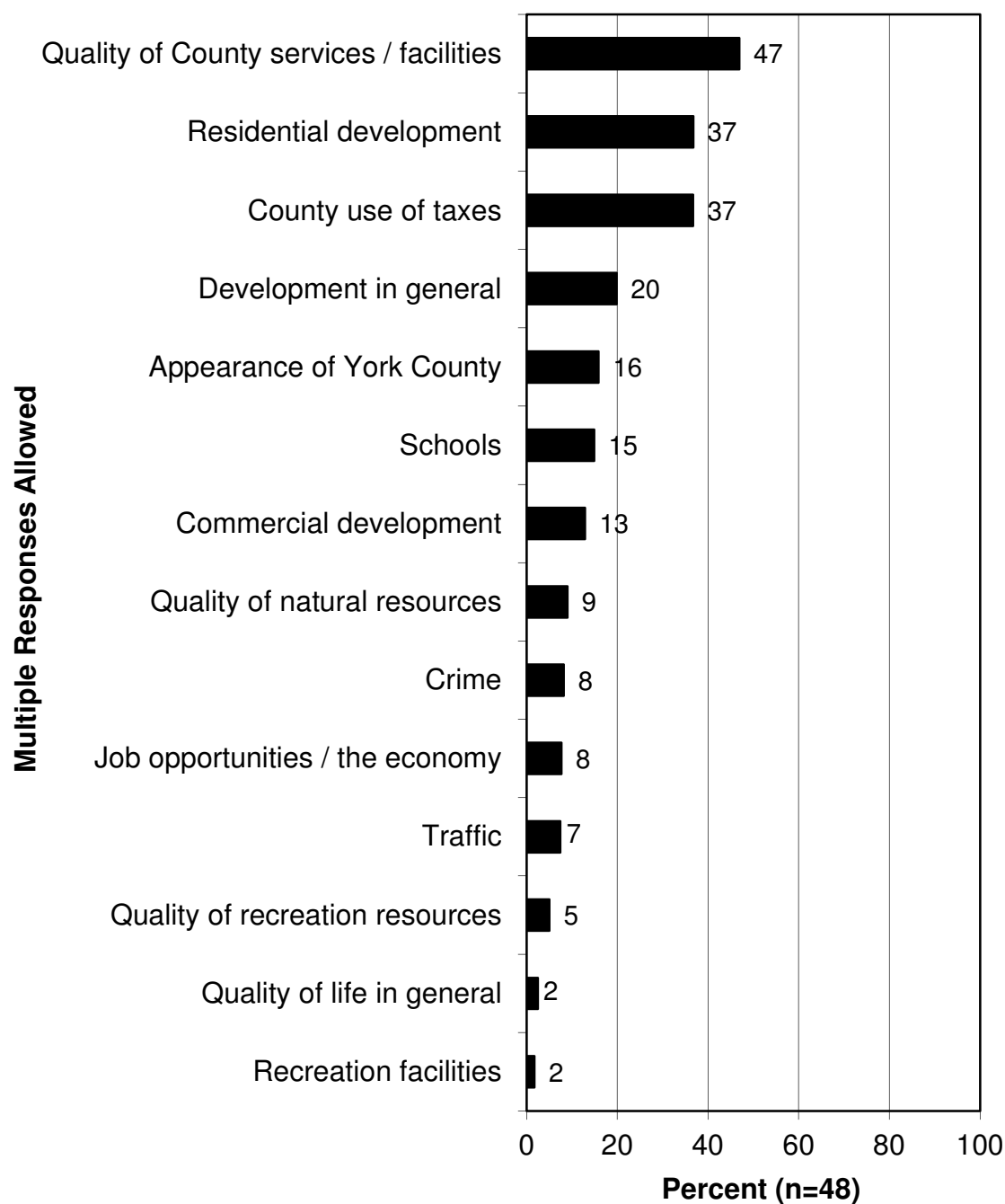
Q59. In general, do you think York County is getting better, staying the same, or getting worse?



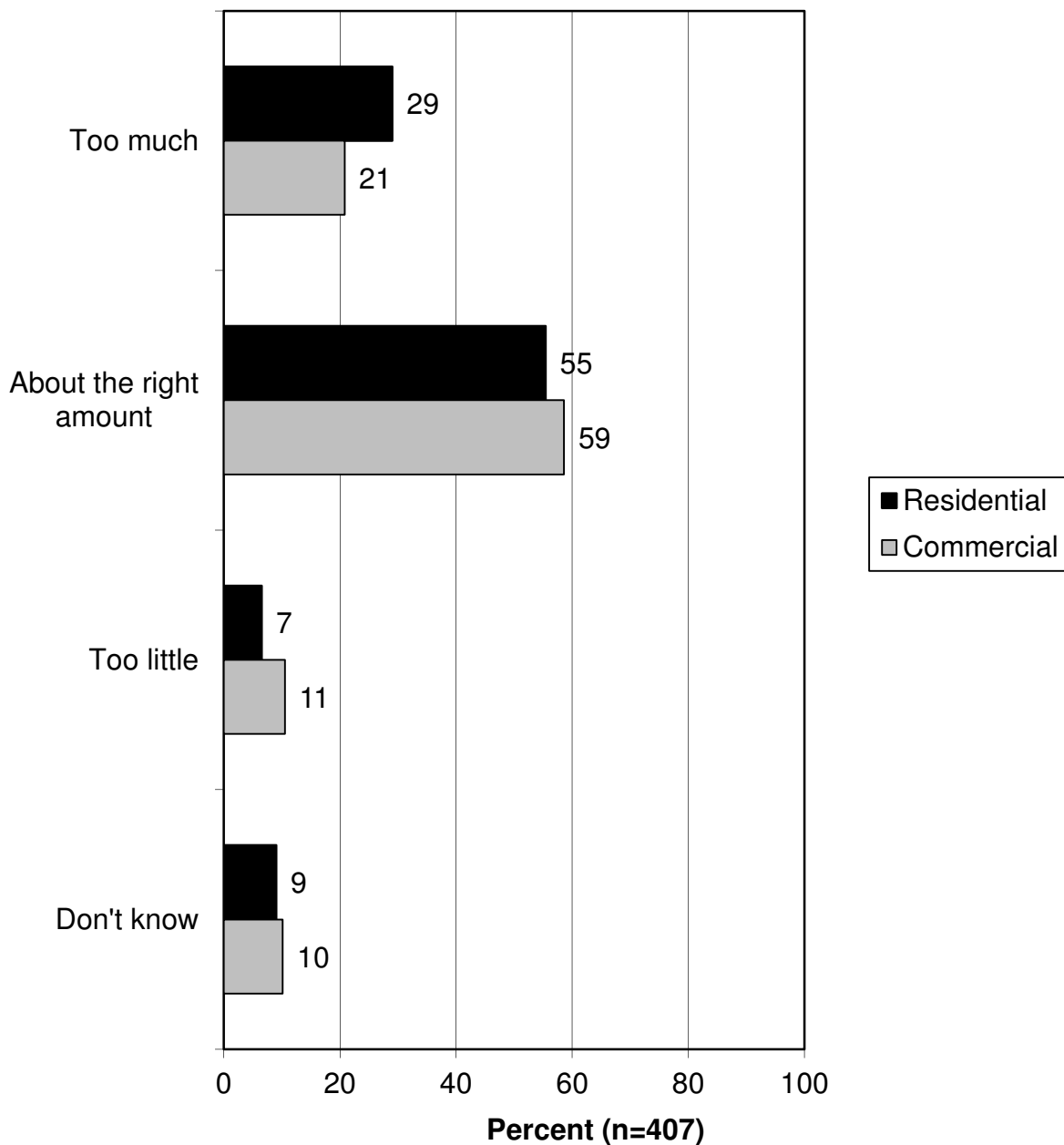
Q62. Specifically, what do you think has gotten better? (Asked of those who think York County is getting better in general.)



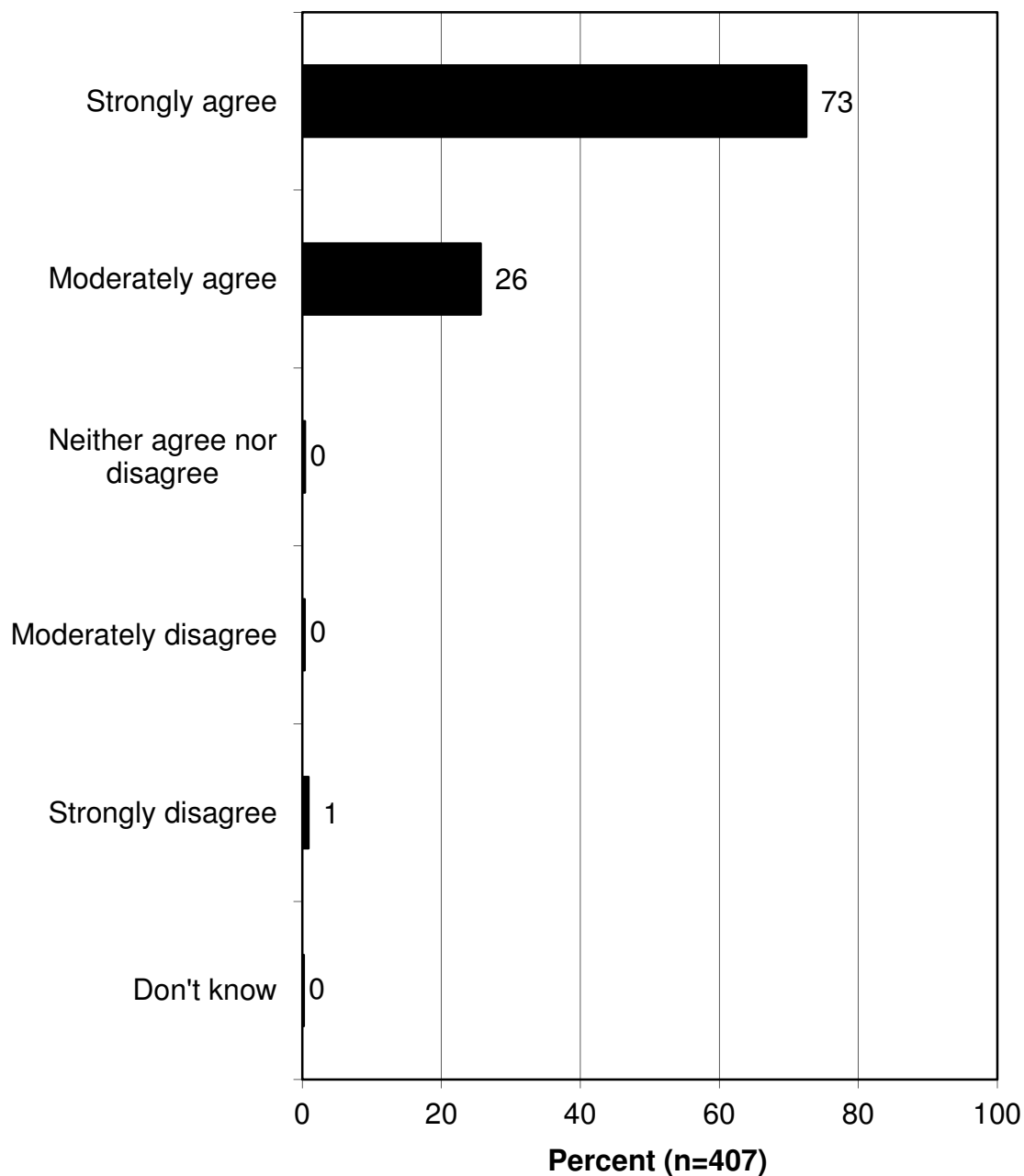
Q66. Specifically, what do you think has gotten worse? (Asked of those who think York County is getting worse in general.)



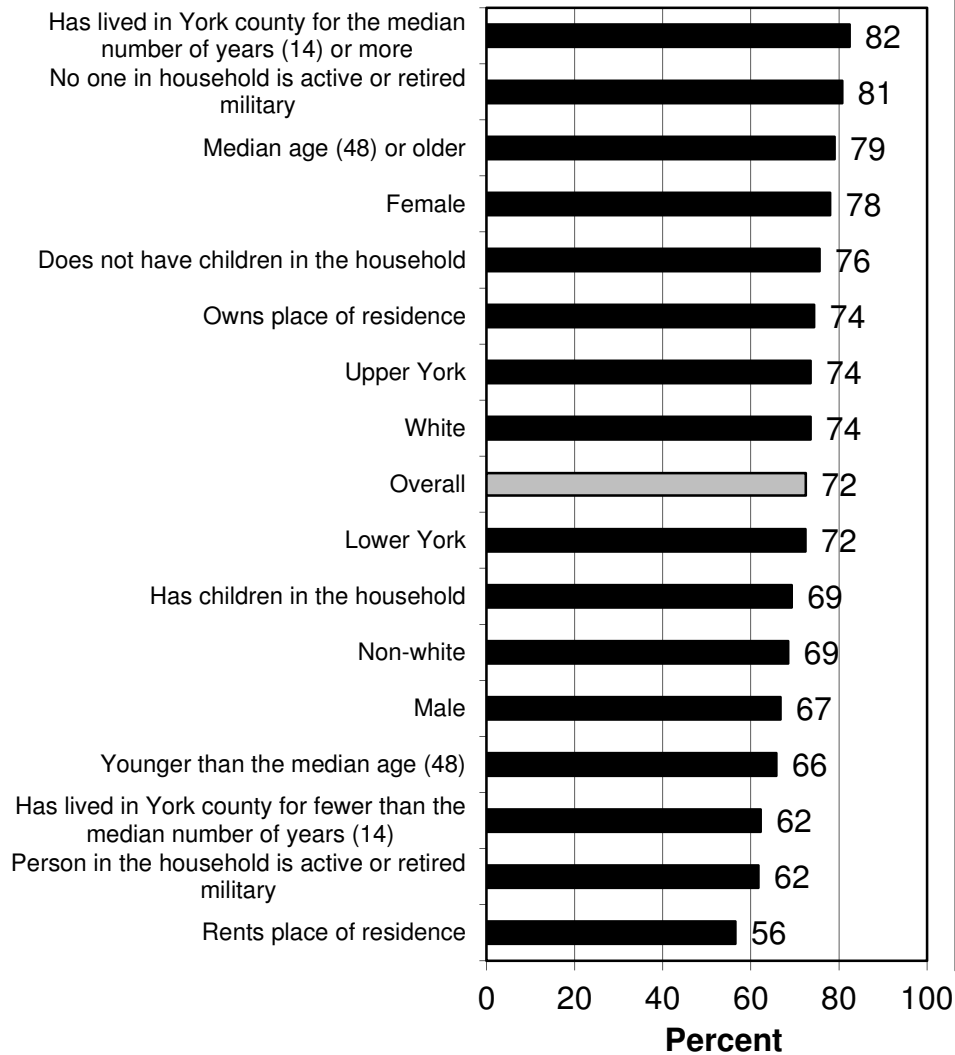
Q68/Q69. In your opinion, was the amount of new [residential / commercial] construction in York County in the past 5 years too much, about the right amount, or too little?



Q73. York County, in general, is a safe place to live. (Do you agree or disagree with this statement?)



Percent of each of the following groups who strongly agree with the following statement: York County, in general, is a safe place to live.



Overall, 72% of York County residents strongly agree that York County, in general, is a safe place to live, as shown by the gray bar.

Those groups above the gray bar have a greater propensity to strongly agree. For instance, 82% of residents who have lived in York County for the median or more years strongly agreed, markedly higher than residents overall. Additionally, residents without active or retired military in the household, compared to residents overall, are more likely to strongly agree (81% of them do).

On the other hand, those groups below the gray bar are less likely to strongly agree. For instance, only 56% of renters strongly agree, below residents overall. Also, residents with military in the household are less likely to strongly agree (only 62% do).

USE OF AND RATINGS OF SERVICES AND FACILITIES OF YORK COUNTY

- The survey asked residents if they had participated in or used five activities/facilities of York County. At the top, a large majority (74%) had used the Yorktown or Tabb Libraries, and a majority had participated in activities or events at Riverwalk Landing in Yorktown (62%). Also with substantial use were any parks or athletic fields other than the new Sports Complex (49%) and the Sports Complex itself (44%). At the bottom, only 8% had used the County Senior Center.
 - In a related question, the survey asked about children's participation in youth recreation programs or leagues. About half of residents with children (48%) report that their children participated in youth recreation programs or leagues in the past 12 months.
- The survey asked residents to rate 21 specific services or facilities provided by York County on a scale of excellent-good-fair-poor, as shown in Text Box 2 on the following page.
 - In looking at ratings of *excellent*, the services fall out into three tiers. At the top, 3 of the 21 items have a majority giving it a rating of *excellent*:
 - Fire and Rescue Services (59% rate them as excellent).
 - The Yorktown and Tabb Library facilities (56%).
 - Sheriff's Office and law enforcement (55%).
 - A second tier has 8 items out of the 21 in which at least a third, but less than a majority, rate them as *excellent*:
 - The public school system's instructional programs (43%).
 - The Sports Complex (42%).
 - Trash collection services (41%).
 - The appearance of County government office buildings and their properties (41%).
 - Youth recreation programs or leagues (38%).
 - Public school buildings and facilities (37%).
 - The residential recycling program (37%).
 - Materials and programs offered in the Yorktown and Tabb libraries (36%).

- In looking at ratings of *poor*, 5 of the 21 items have at least 10% giving a *poor* rating:
 - The appearance of major County roads where the County, not VDOT, mows and maintains the landscaping (15% rate it *poor*)
 - Efforts to control mosquitoes (13%)
 - The special leaf collection program (11%)
 - The enforcement of codes related to junk vehicles and junkyards (11%)
 - The enforcement of codes related to high grass and weeds, abandoned buildings, and other things that impact the appearance of the community (11%)
- Graphs are shown of those who gave a rating of *excellent* by itself, *excellent* and *good* combined, *fair* and *poor* combined, and *poor* by itself. Note that many of the items had relatively large percentages giving an answer of “don’t know.” For this reason, a low percentage giving a rating of *excellent* or *good* does not mean that a high percentage is giving a rating of *fair* or *poor*.

Text Box 2

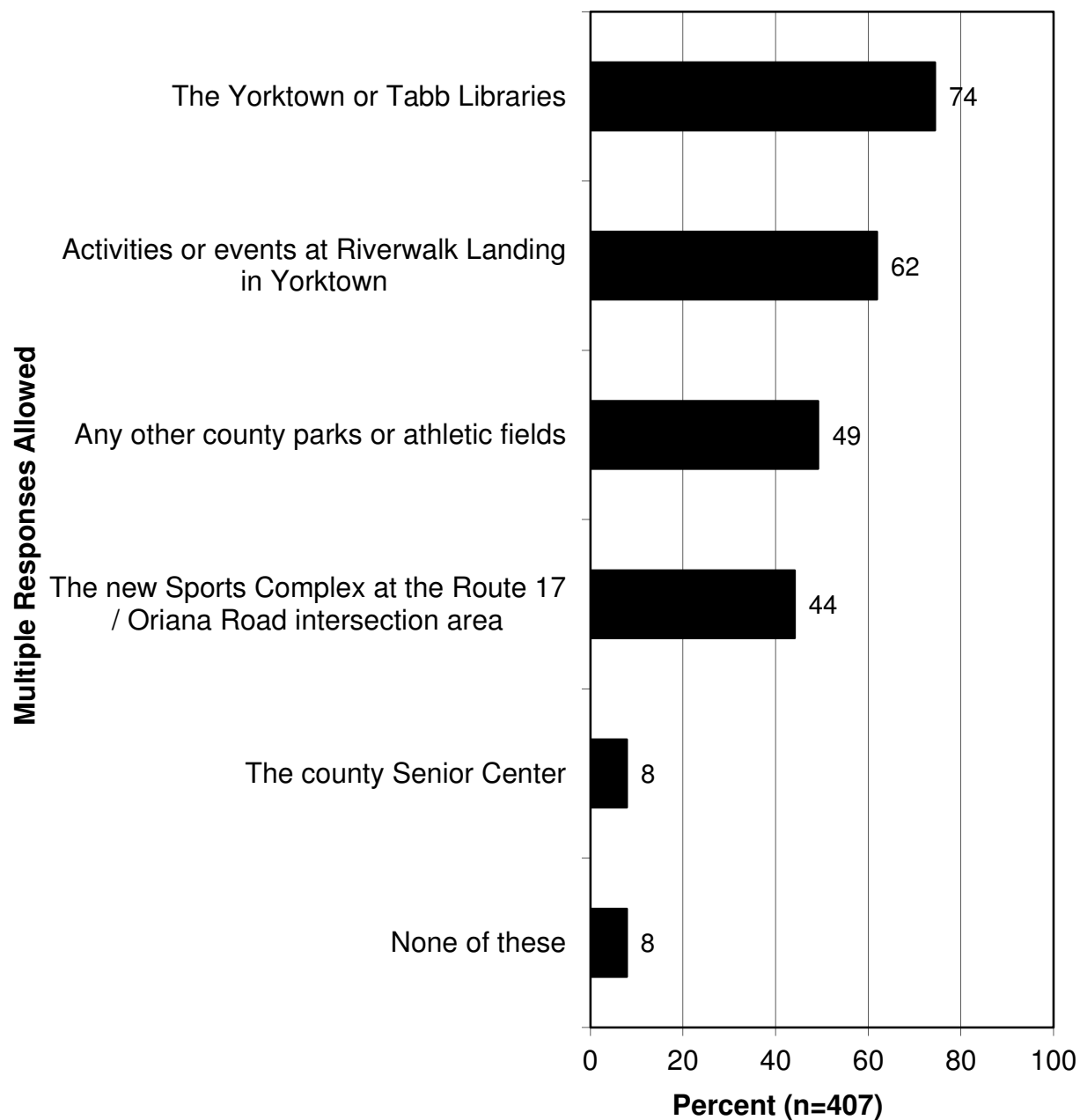
Services or Facilities Provided by York County That Were Rated by Residents

- Q38. Fire and Rescue Services
- Q39. Sheriff's Office and law enforcement
- Q40. Public school buildings and facilities
- Q41. The public school system's instructional programs
- Q42. Youth recreation programs or leagues
- Q43. Adult recreation programs or leagues
- Q44. The Sports Complex
- Q45. Senior Center facilities and programs
- Q46. The Yorktown and Tabb Library facilities
- Q47. Materials and programs offered in the Yorktown and Tabb libraries
- Q48. Services for people who are disadvantaged
- Q49. Trash collection services
- Q50. The residential recycling program
- Q51. The special leaf collection program
- Q52. The special debris collection service
- Q53. Stormwater drainage systems and maintenance
- Q54. Efforts to control mosquitoes
- Q55. The appearance of County government office buildings and their properties
- Q56. The appearance of major County roads, such as Routes 17, 171, 199, and 143 where the County, not VDOT, mows and maintains the landscaping
- Q57. Enforcement of codes relating to junk vehicles and junkyards
- Q58. Enforcement of codes relating to high grass and weeds, abandoned buildings, and other things that impact the appearance of the community

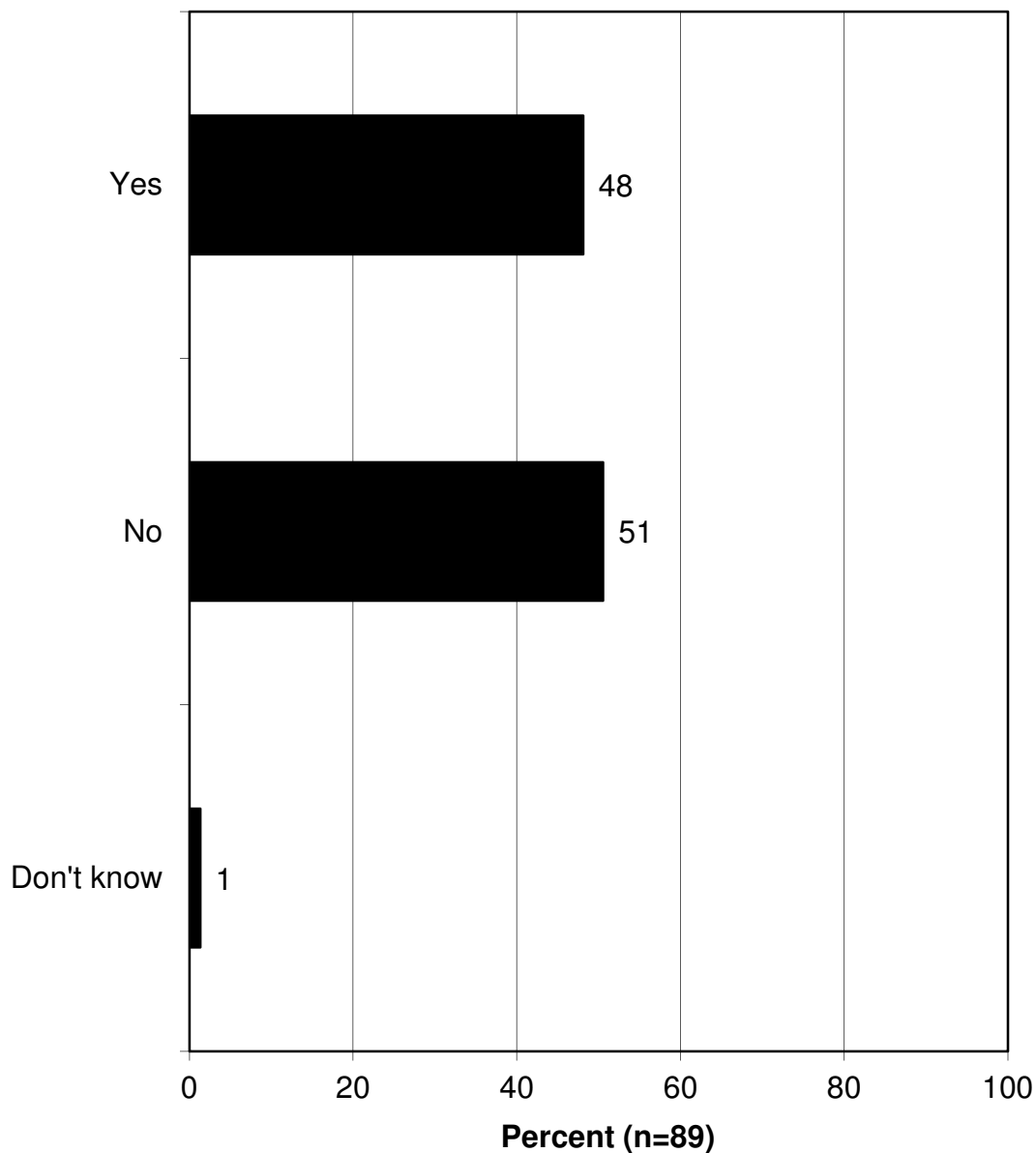
- Extensive crosstabulations were run on several individual questions in this series. The questions discussed below are:
 - The ratings of York County's Fire and Rescue Services.
 - The ratings of the Yorktown and Tabb Library facilities.
 - The ratings of the Sheriff's Office and law enforcement.
 - The ratings of the public school system's instructional programs.
 - The ratings of the Sports Complex.
- Those who rate York County's Fire and Rescue Services excellent are correlated with:
 - Those who have lived in York County for the median or more years.
 - Those without active or retired military in the household.
 - Females.
 - Those the median adult age or older (48 years—note that this is the median adult age, as nobody younger than 18 was interviewed in the survey).
- Those who rate the Yorktown and Tabb Library facilities excellent are correlated with:
 - Those younger than the median age (48 years—note that this is the median adult age, as nobody younger than 18 was interviewed in the survey).
 - Those with children in the household.
 - Females.
- Those who rate the Sheriff's Office and law enforcement excellent are correlated with:
 - Those without active or retired military in the household.
 - Those who have lived in York County for the median or more years.
 - Females.
- Those who rate the public school system's instructional programs excellent are correlated with:
 - Those with children in the household.
 - Those younger than the median age.
 - Whites.
- Those who rate the Sports Complex excellent are correlated with:
 - Those with children in the household.
 - Those younger than the median age.
 - Females.
 - Lower York County residents.

- More than two-thirds of residents (69%) report that they had a personal interaction with a York County employee in the past 12 months.*
 - Among those who had an interaction, the overwhelming majority (97%) rate the quality of that interaction as *excellent* or *good*, including 57% rating it *excellent*. On the other hand, only 3% give a rating of *fair* or *poor*.
 - In follow-up, those who reported having an interaction with a York County employee were asked if they agreed or disagreed that the employee was responsive, courteous, and knowledgeable (in three separate questions). Overwhelming majorities of those who had an interaction agreed with each: 97% agreed that they were responsive, 96% agreed that they were courteous, and 94% agreed that they were knowledgeable.
 - The previous survey did not include “in person, by telephone, by e-mail, or by mail” in the question; this extra information was only provided in the previous survey if the respondent asked. This likely increased affirmative responses on this survey, compared to the 2011 survey.

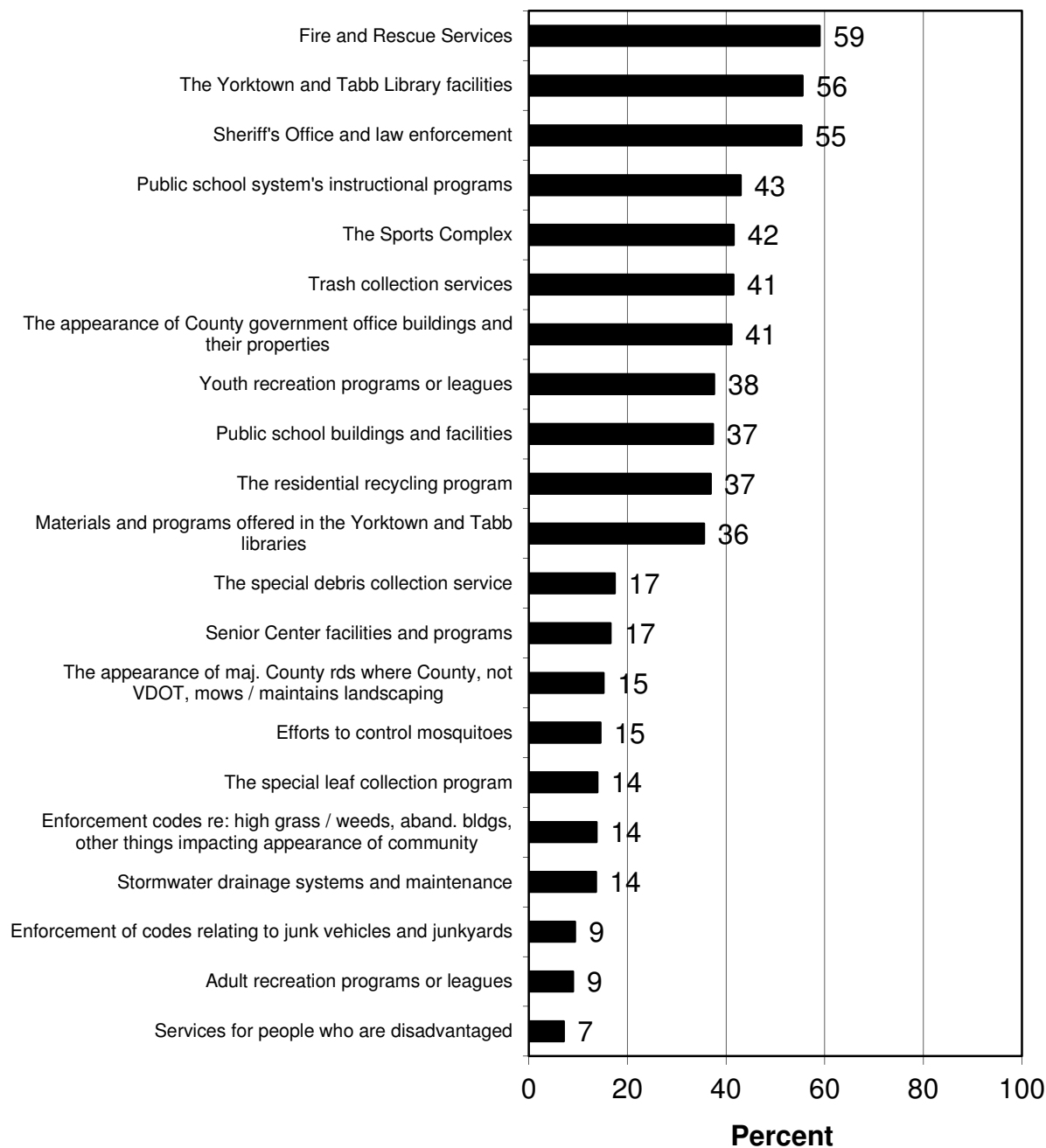
Q76. Next, I would like to know if you have visited or participated in any activities at any of the following in York County in the past 12 months? How about...?



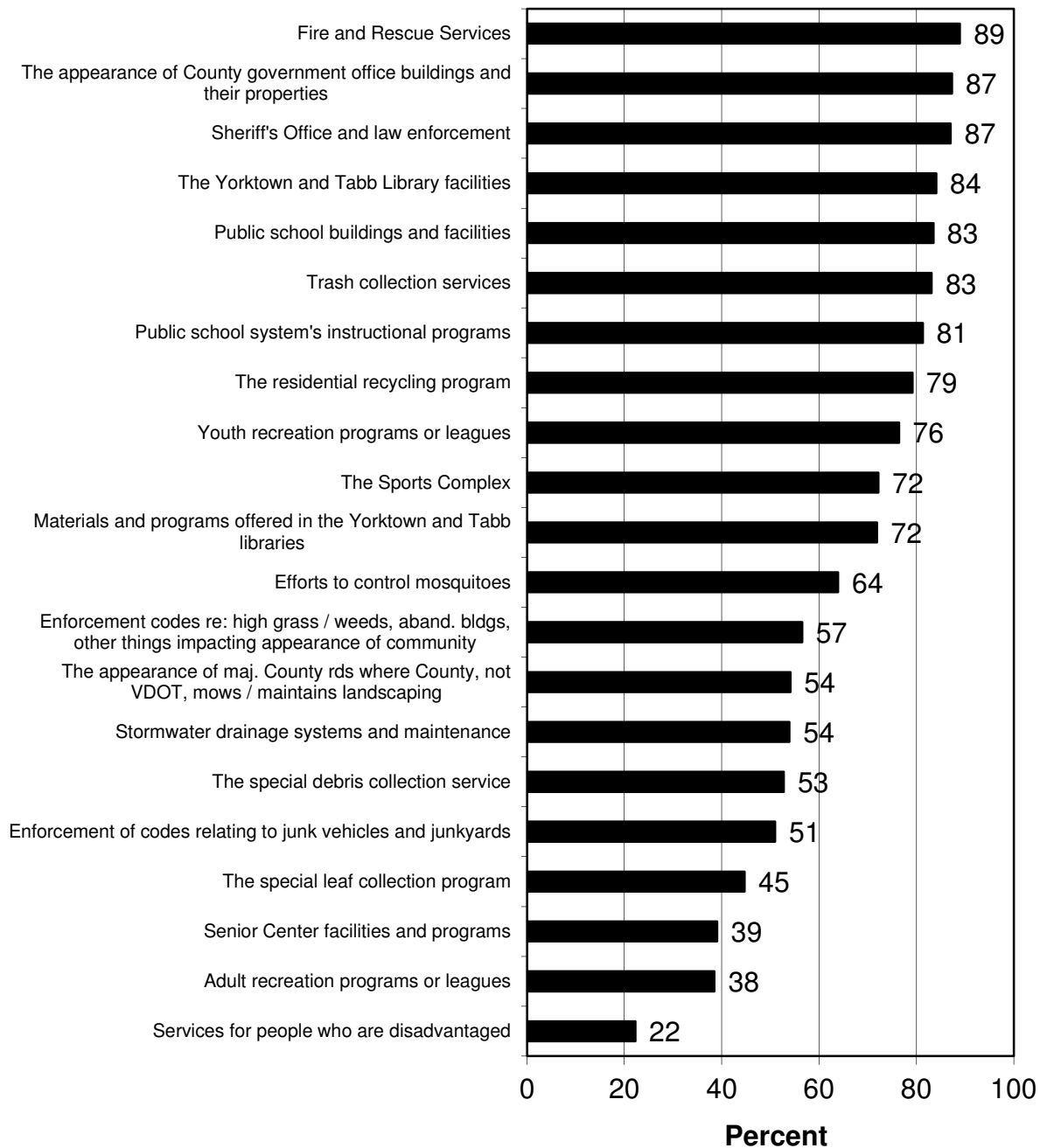
Q108. [Has/Have] the [child/children] living in your household participated in any youth recreation programs or leagues in York County in the past 12 months? (Asked of those with children in the household.)



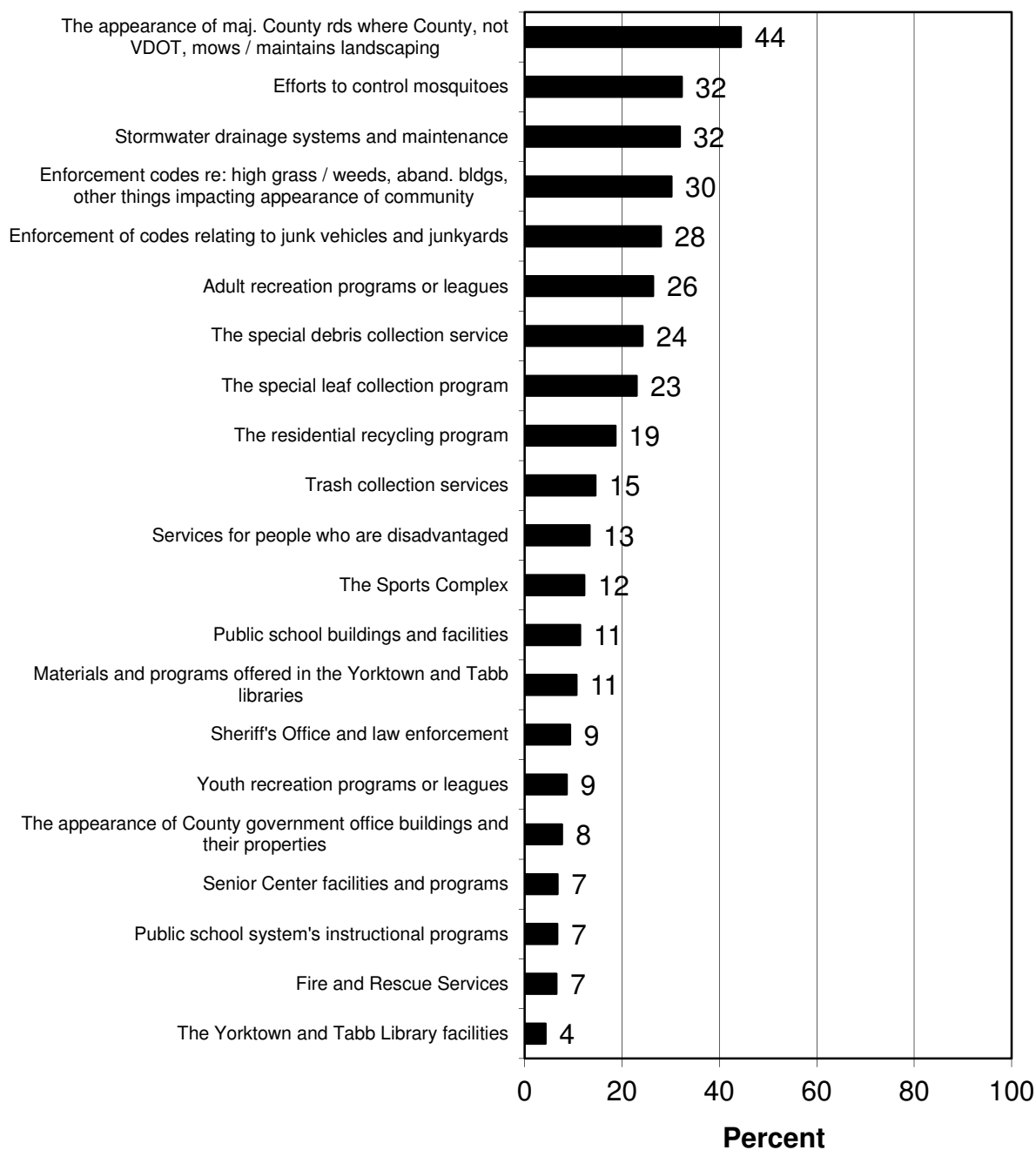
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as excellent.



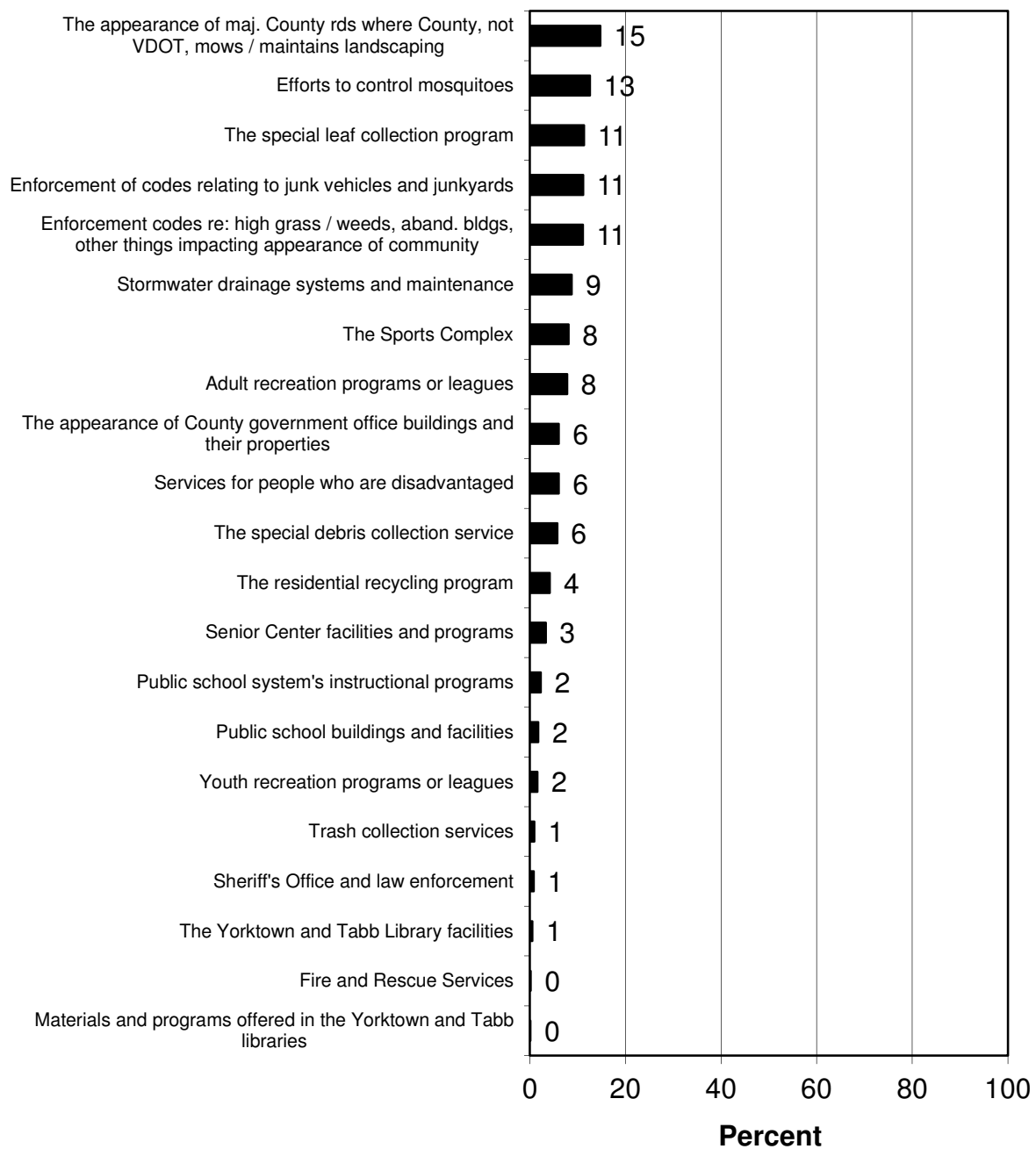
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as excellent or good.



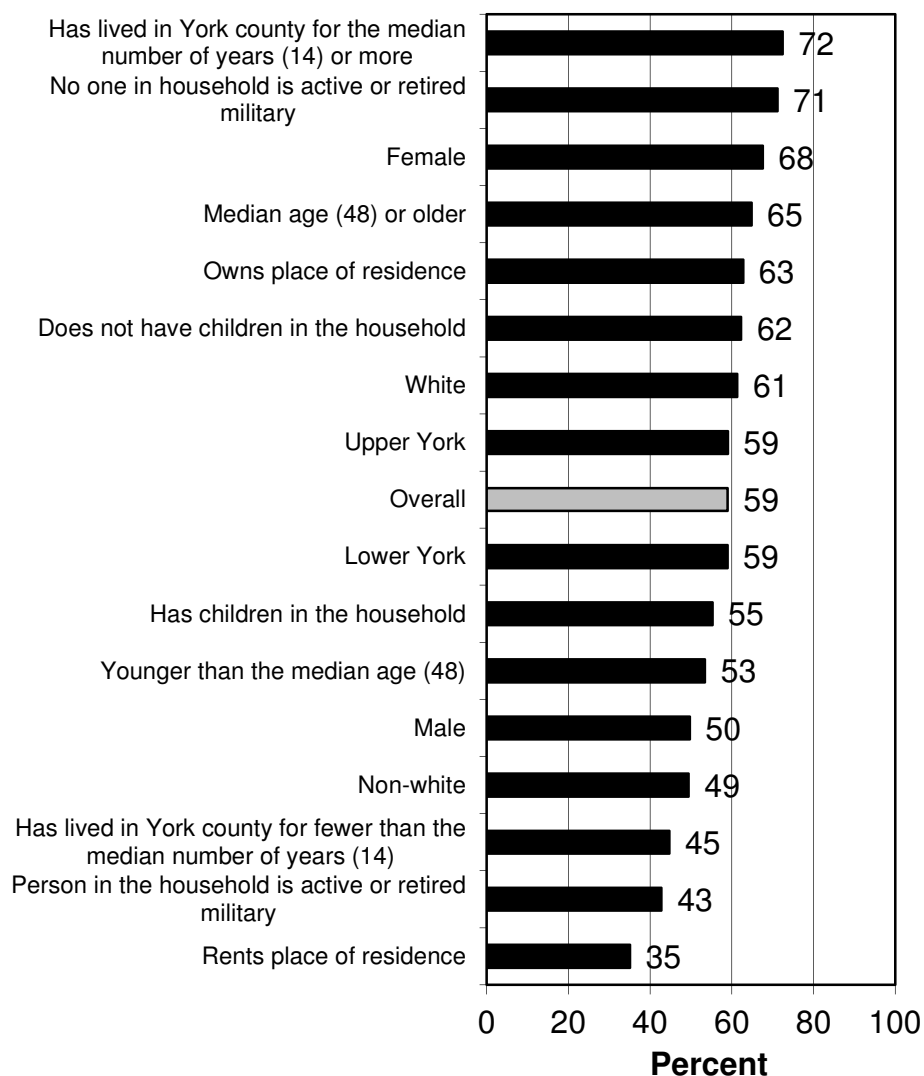
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as fair or poor.



Q38-Q58. Percent who rated the following specific services or facilities provided by York County as poor.



Percent of each of the following groups who rated York County's Fire and Rescue Services as excellent:

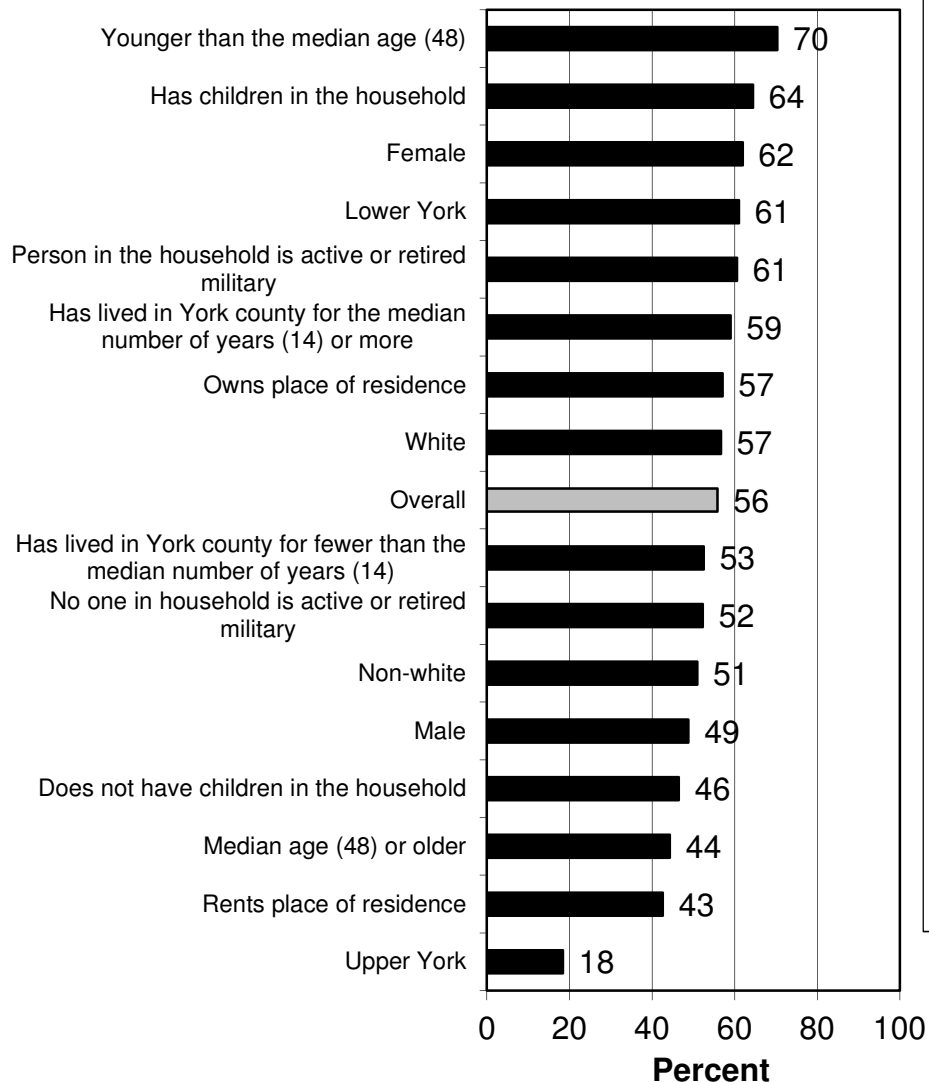


Overall, 59% of York County residents give a rating of excellent to York County's Fire and Rescue Services, as shown in the gray bar.

Those groups above the gray bar have a greater propensity to give a rating of excellent. For instance, 72% of residents who have lived in York County for the median or more years give a rating of excellent, markedly higher than residents overall. Additionally, residents without military in the household, compared to residents overall, are more likely to give a rating of excellent (71% of them do).

On the other hand, those groups below the gray bar are less likely to give a rating of excellent. For instance, only 35% of renters give a rating of excellent, far below residents overall. Also, residents with military in the household are less likely to give a rating of excellent (only 43% do).

Percent of each of the following groups who rated the Yorktown and Tabb Library facilities as excellent:

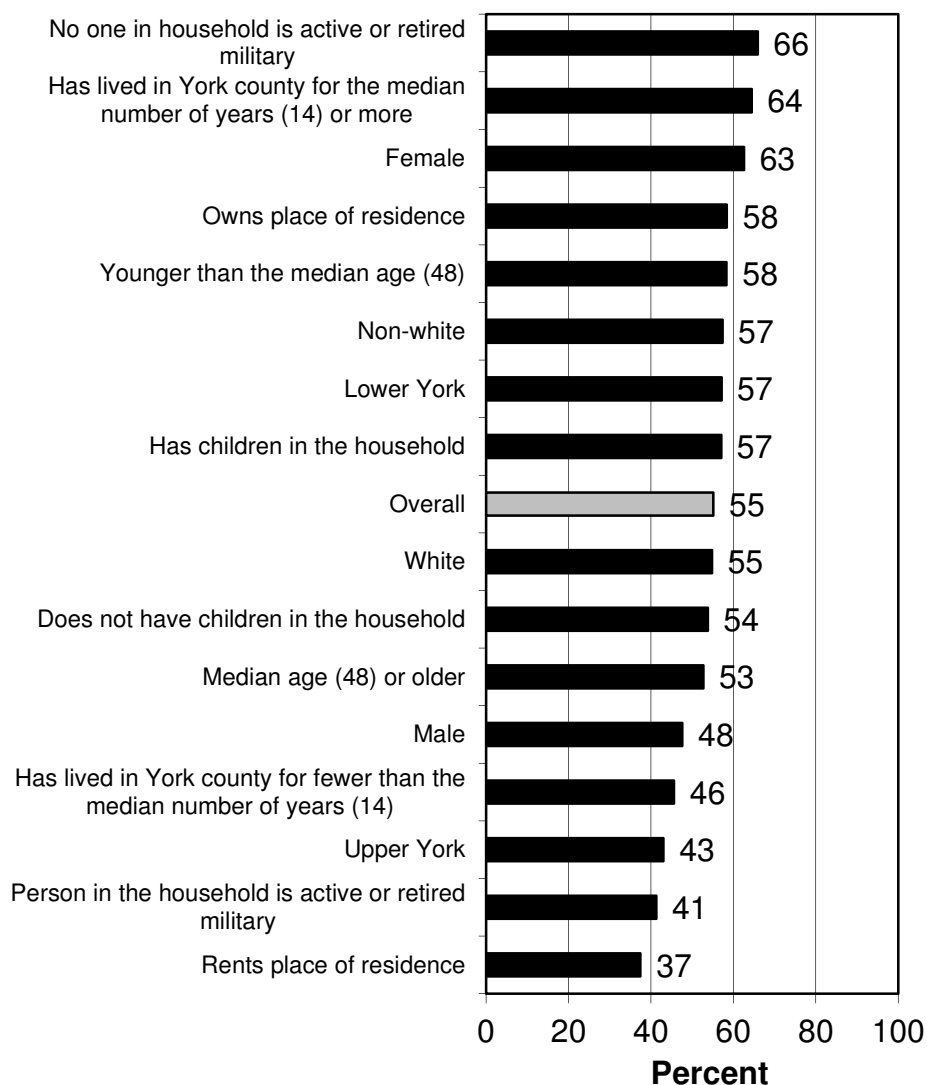


Overall, 56% of York County residents give a rating of excellent to the Yorktown and Tabb Library facilities, as shown by the gray bar.

Those groups above the gray bar have a greater propensity to give a rating of excellent. For instance, 70% of residents younger than the median adult age give a rating of excellent, markedly higher than residents overall. Additionally, residents with children in the household, compared to residents overall, are more likely to give a rating of excellent (64% of them do).

On the other hand, those groups below the gray bar are less likely to give a rating of excellent. For instance, only 35% of Upper York residents give a rating of excellent, below residents overall. Also, renters are less likely to give a rating of excellent (only 43% do).

Percent of each of the following groups who rated the Sheriff's Office and law enforcement as excellent:

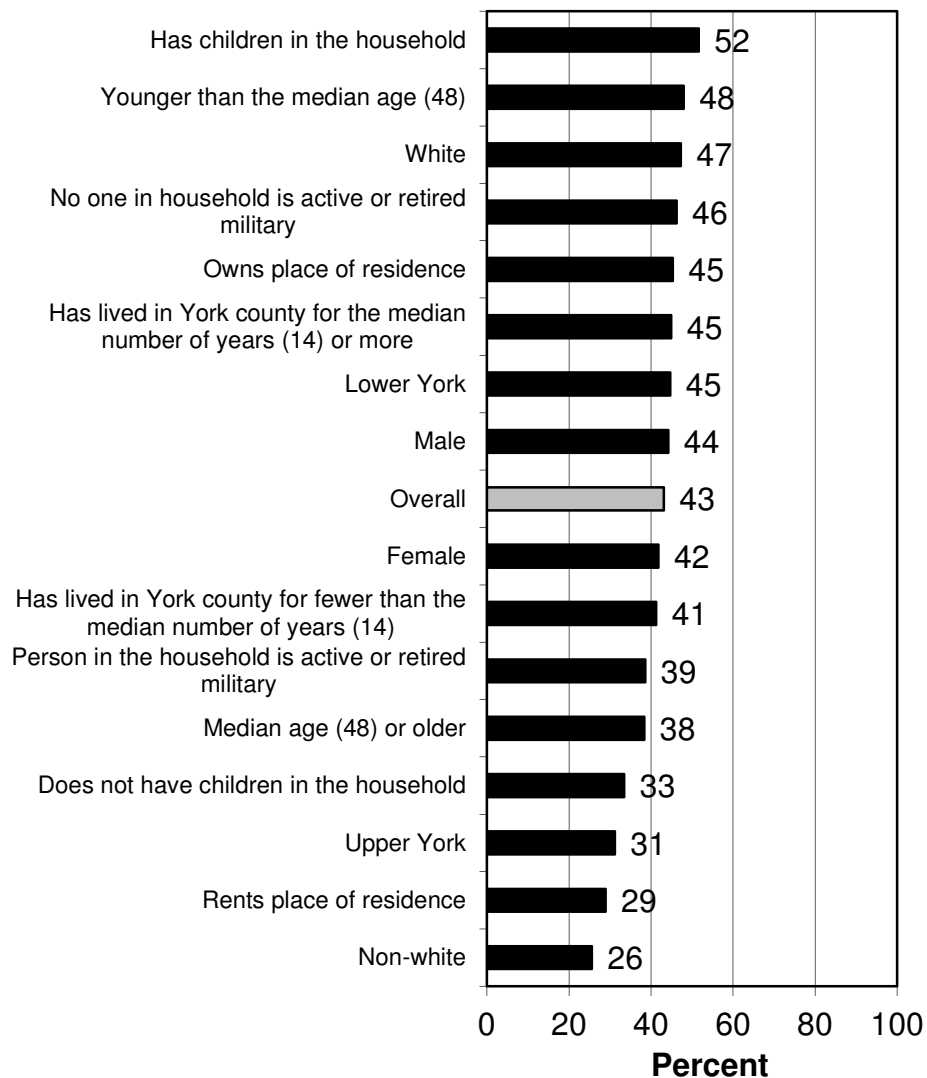


Overall, 55% of York County residents give a rating of excellent to the Sheriff's Office and law enforcement, as shown by the gray bar.

Those groups above the gray bar have a greater propensity to give a rating of excellent. For instance, 66% of residents without military in the household give a rating of excellent, markedly higher than residents overall. Additionally, residents who have lived in York County for the median or more years, compared to residents overall, are more likely to give a rating of excellent (64% of them do).

On the other hand, those groups below the gray bar are less likely to give a rating of excellent. For instance, only 37% of renters give a rating of excellent, below residents overall. Also, residents with military in the household are less likely to give a rating of excellent (only 41% do).

Percent of each of the following groups who rated the public school system's instructional programs as excellent:

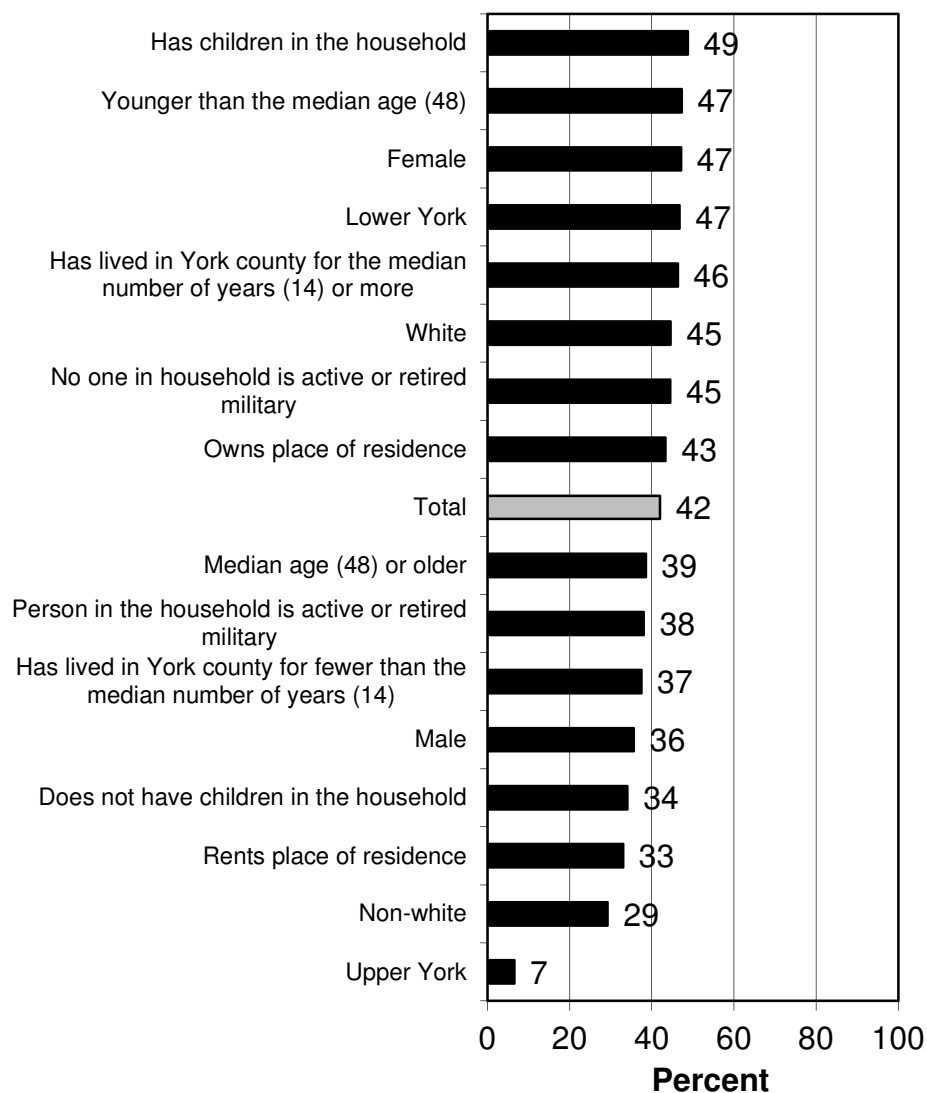


Overall, 43% of York County residents give a rating of excellent to the public school system's instructional programs, as shown by the gray bar.

Those groups above the gray bar have a greater propensity to give a rating of excellent. For instance, 52% of residents with children in the household give a rating of excellent, markedly higher than residents overall. Additionally, residents younger than the median age, compared to residents overall, are more likely to give a rating of excellent (48% of them do).

On the other hand, those groups below the gray bar are less likely to give a rating of excellent. For instance, only 26% of non-white residents give a rating of excellent, below residents overall. Also, renters are less likely to give a rating of excellent (only 29% do).

Percent of each of the following groups who rated the Sports Complex as excellent:

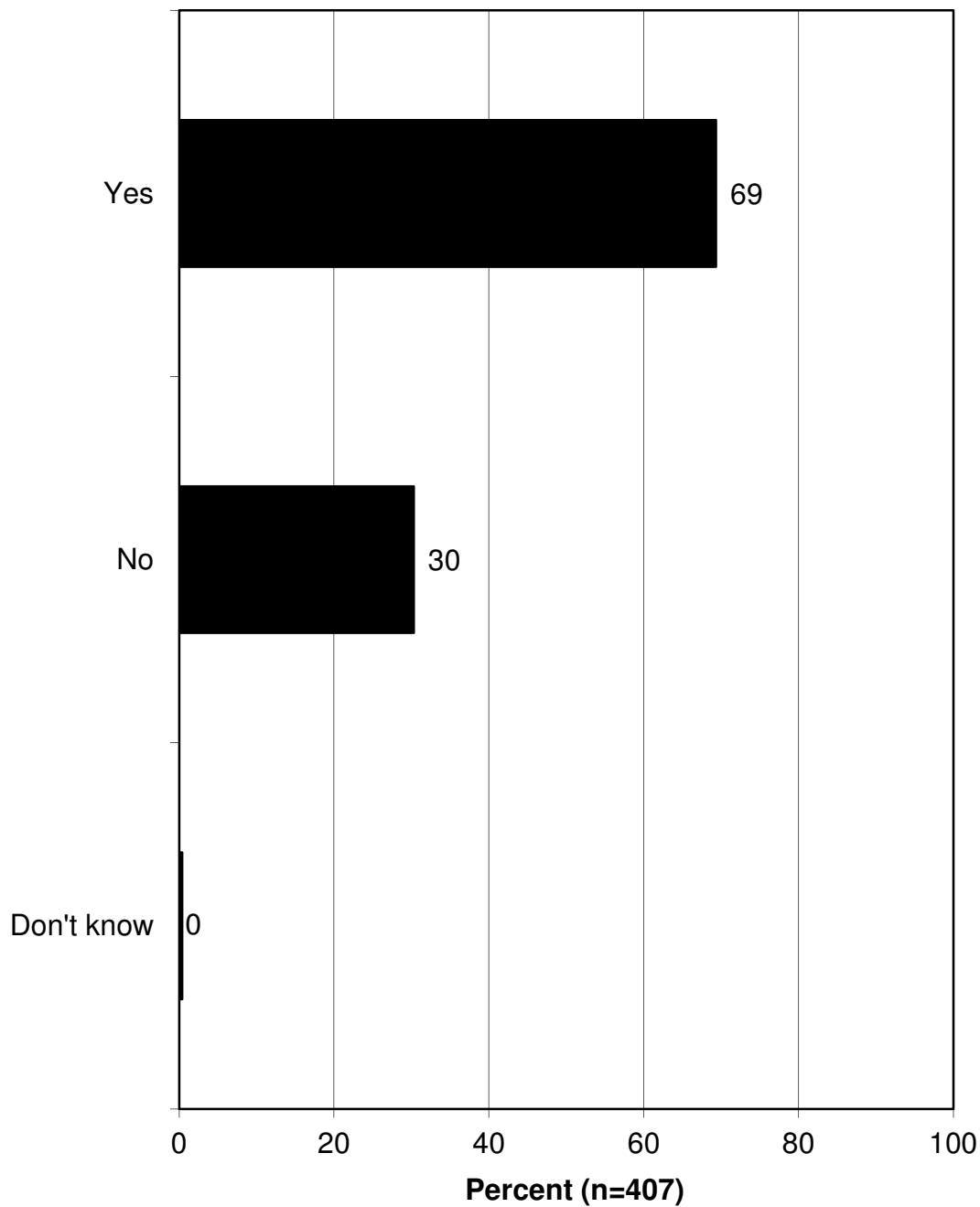


Overall, 42% of York County residents give a rating of excellent to the Sports Complex, as shown by the gray bar.

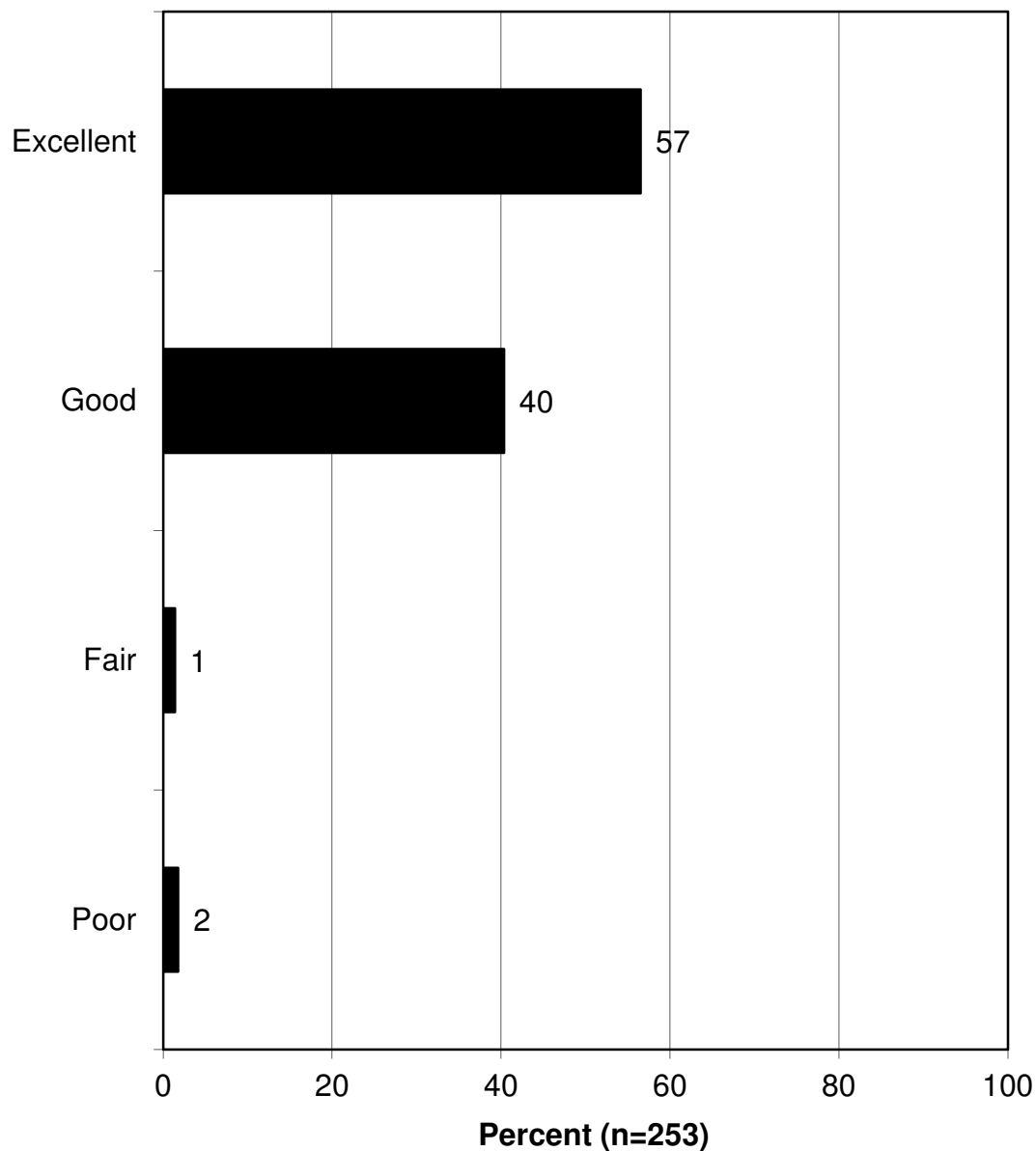
Those groups above the gray bar have a greater propensity to give a rating of excellent. For instance, 49% of residents with children in the household give a rating of excellent, markedly higher than residents overall. Additionally, residents younger than the median age, compared to residents overall, are more likely to give a rating of excellent (47% of them do).

On the other hand, those groups below the gray bar are less likely to give a rating of excellent. For instance, only 7% of Upper York residents give a rating of excellent, well below residents overall. Also, non-whites are less likely to give a rating of excellent (only 29% do).

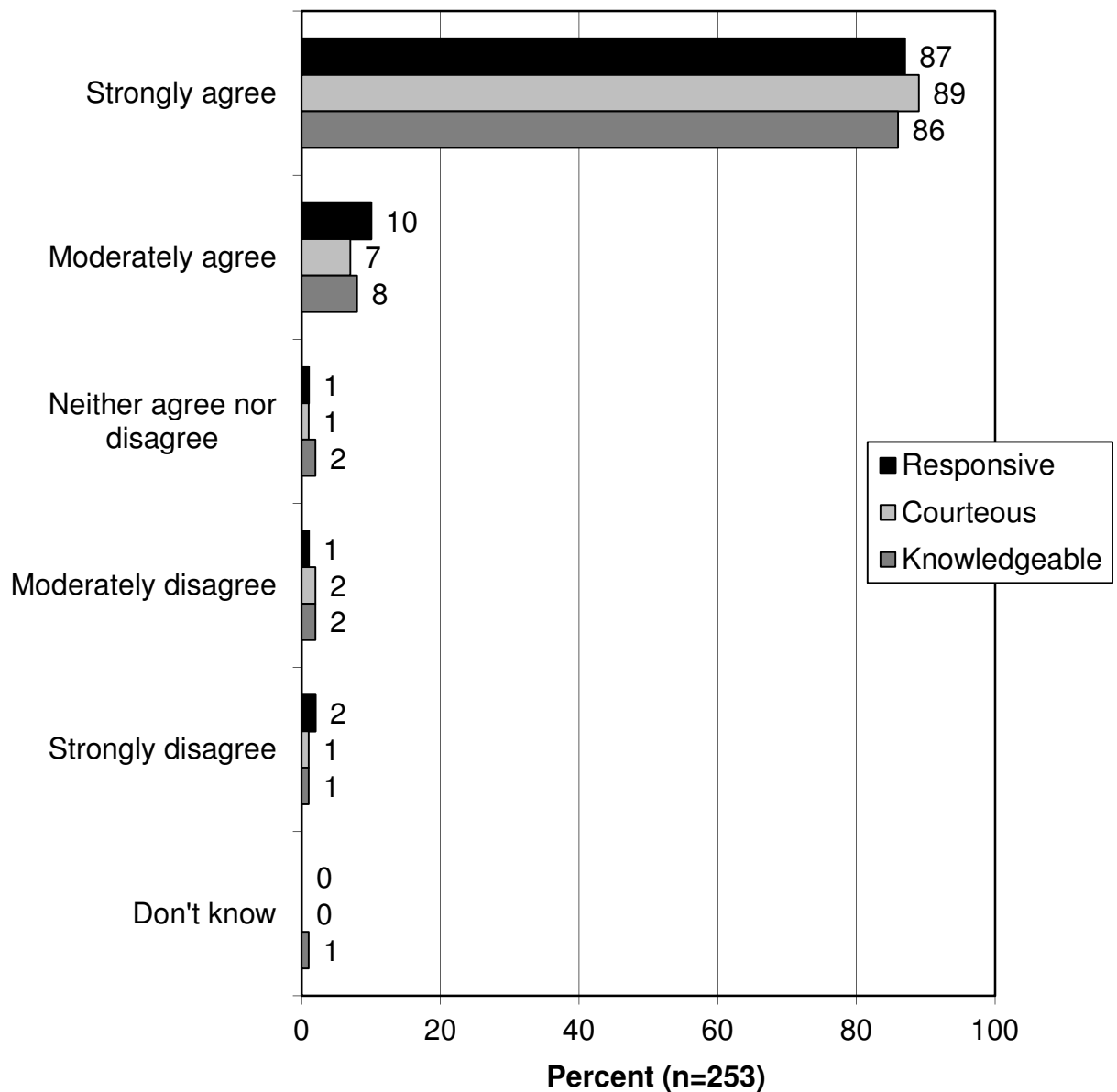
Q77. Have you had any personal interaction with a York County employee in the past 12 months in person, by telephone, by e-mail, or by mail?



Q78. In general, how would you rate the quality of your interaction with York County employees in the past 12 months? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)



Q80-Q82. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was [responsive / courteous / knowledgeable]? (Asked of those who had personal interaction with a York County employee in the past 12 months.)



OPINIONS ON YORK COUNTY GOVERNMENT DECISION-MAKING

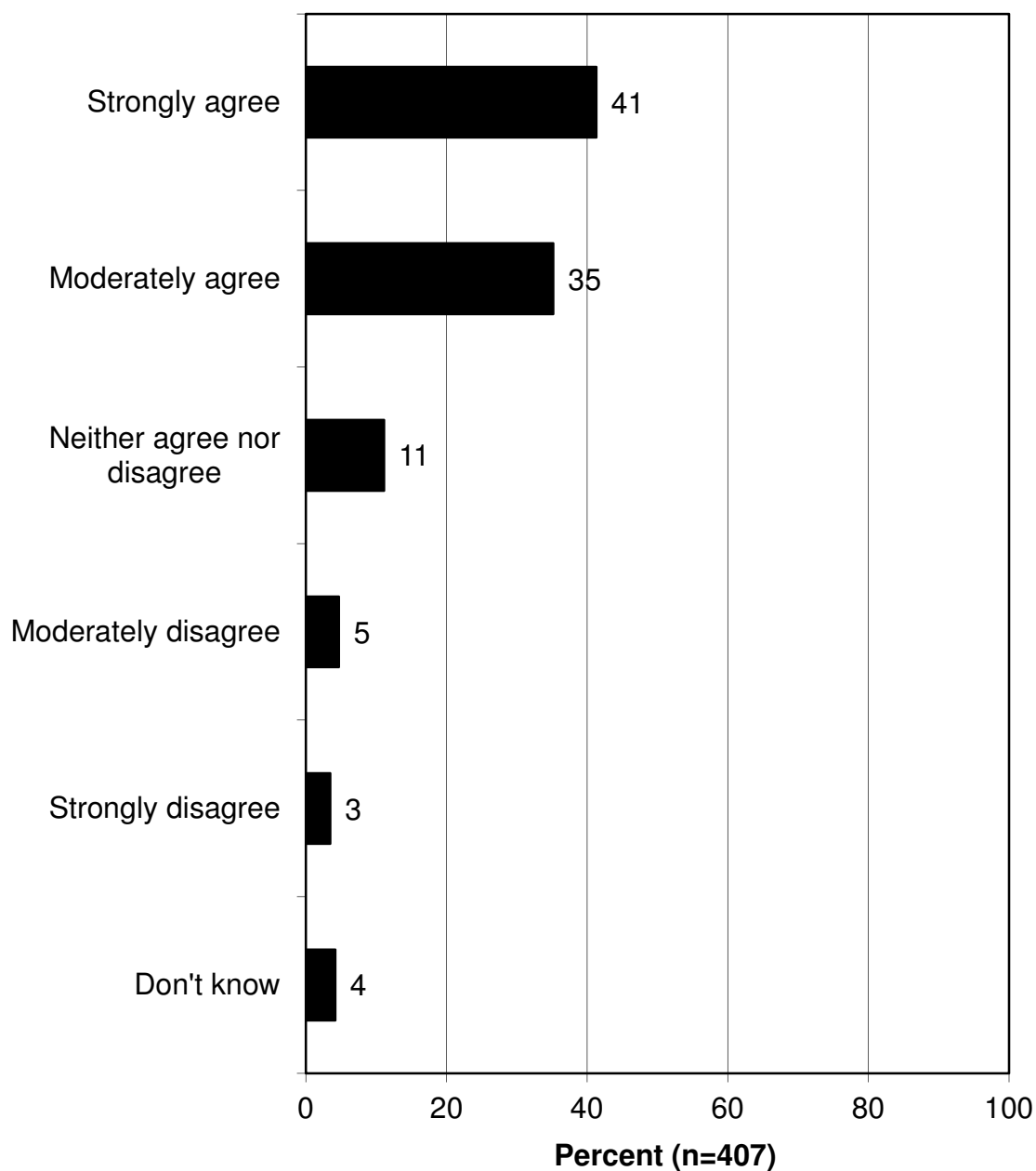
- The overwhelming majority of residents (77%) agree with the statement, “Before the County makes important decisions, citizens who want to be heard have an opportunity to express their opinions.” They are about evenly split between *strongly* agreeing (41%) and *moderately* agreeing (35%) (rounding on the graph causes an apparent discrepancy in the stated sum; the two sum to 77% when calculated on unrounded numbers). At the other end, 8% disagree.
- Another question explores whether residents feel their opinions will be considered in decision making (there being a subtle difference between being *heard* and being *considered* in decision making). Again the results are positive, with a majority of residents (62%) agreeing with the statement, “If I inform the County how I feel on an issue, my opinion will be taken into consideration before a decision is made.” However, 16% disagree (another 22% give a neutral answer).
 - Both of these questions were included in previous surveys. The results regarding the first statement above (Before the County makes important decisions, citizens who want to be heard have an opportunity to express their opinions) show a slight drop in opinion, as shown in the tabulation below. The results on the second statement (If I inform the County how I feel on an issue, my opinion will be taken into consideration before a decision is made) is about the same as in the last survey, but lower than surveys previous to that.

Statement	Percent Who Agreed				
	1998	2000	2005	2011	2015
Before the County makes important decisions, citizens who want to be heard have an opportunity to express their opinions.	88%	85%	91%	83%	77%
If I inform the County how I feel on an issue, my opinion will be taken into consideration before a decision is made.	66%	69%	75%	60%	62%

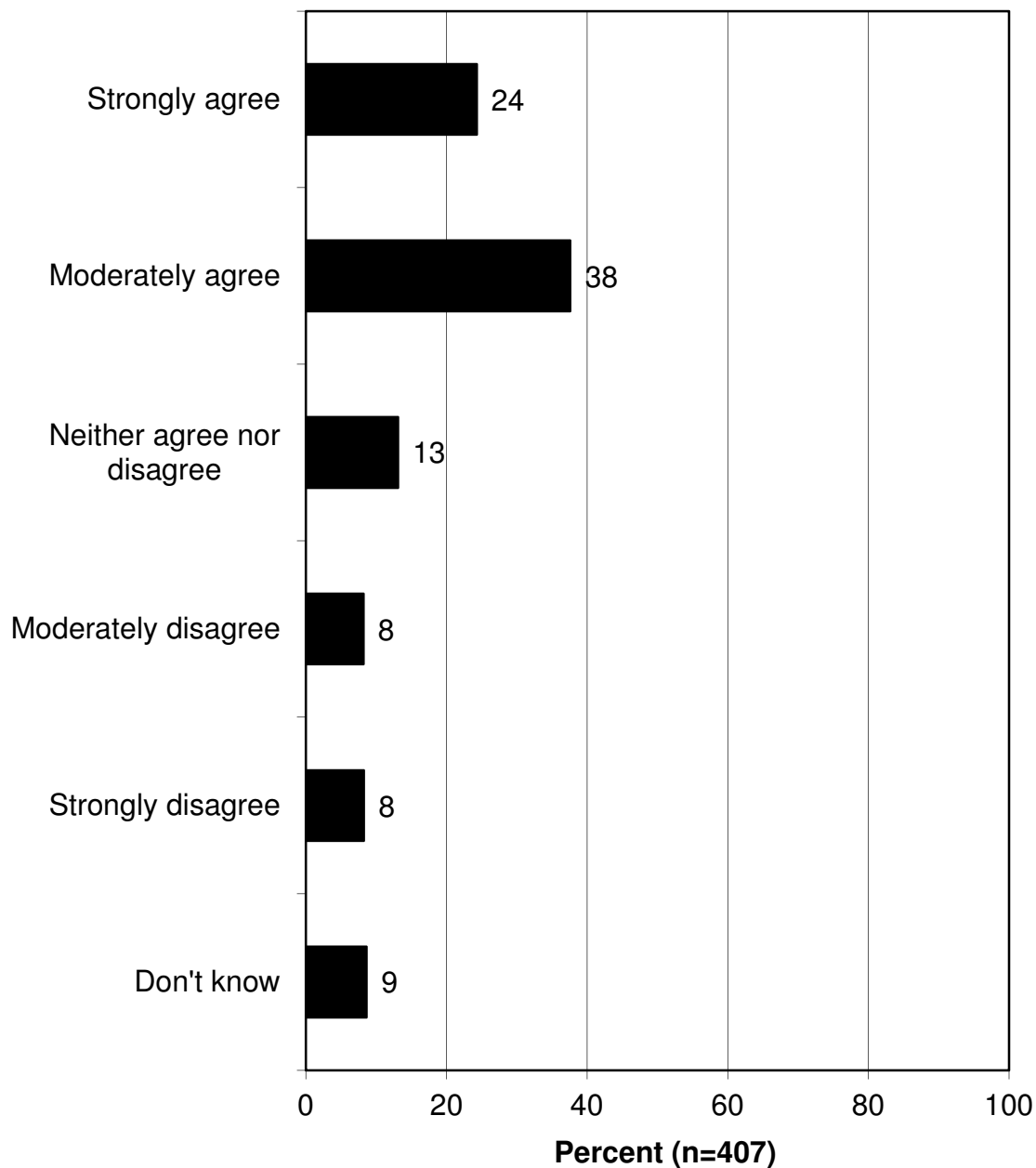
- Extensive crosstabulations were run on both of these questions. In the first, those who strongly agree with the statement, “Before the County makes important decisions, citizens who want to be heard have an opportunity to express their opinions,” are correlated with:
 - Those the median adult age or older (48 years—note that this is the median adult age, as nobody younger than 18 was interviewed in the survey).
 - Those without children in the household.
 - Those with active or retired military in the household.
 - Females.

- Those who strongly agree with the statement, “If I inform the County how I feel on an issue, my opinion will be taken into consideration before a decision is made,” are correlated with:
 - Renters.
 - Those the median adult age or older (48 years—note that this is the median adult age, as nobody younger than 18 was interviewed in the survey).
 - Those without children in the household.

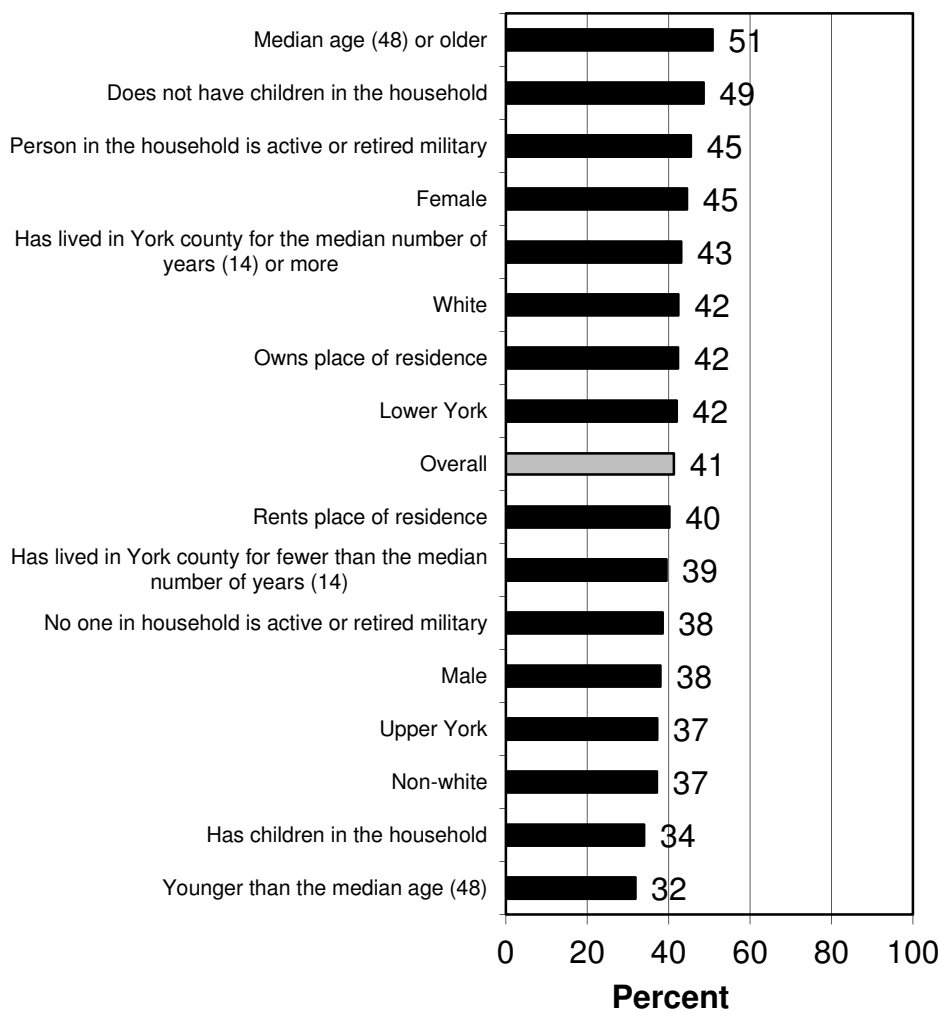
Q71. Before the County makes important decisions, citizens who want to be heard have an opportunity to express their opinions. (Do you agree or disagree with this statement?)



Q72. If I inform the County about how I feel on an issue, my opinion will be taken into consideration before a decision is made. (Do you agree or disagree with this statement?)



**Percent of each of the following groups who strongly agree with the following statement:
Before the County makes important decisions, citizens who want to be heard have an opportunity to express their opinions.**

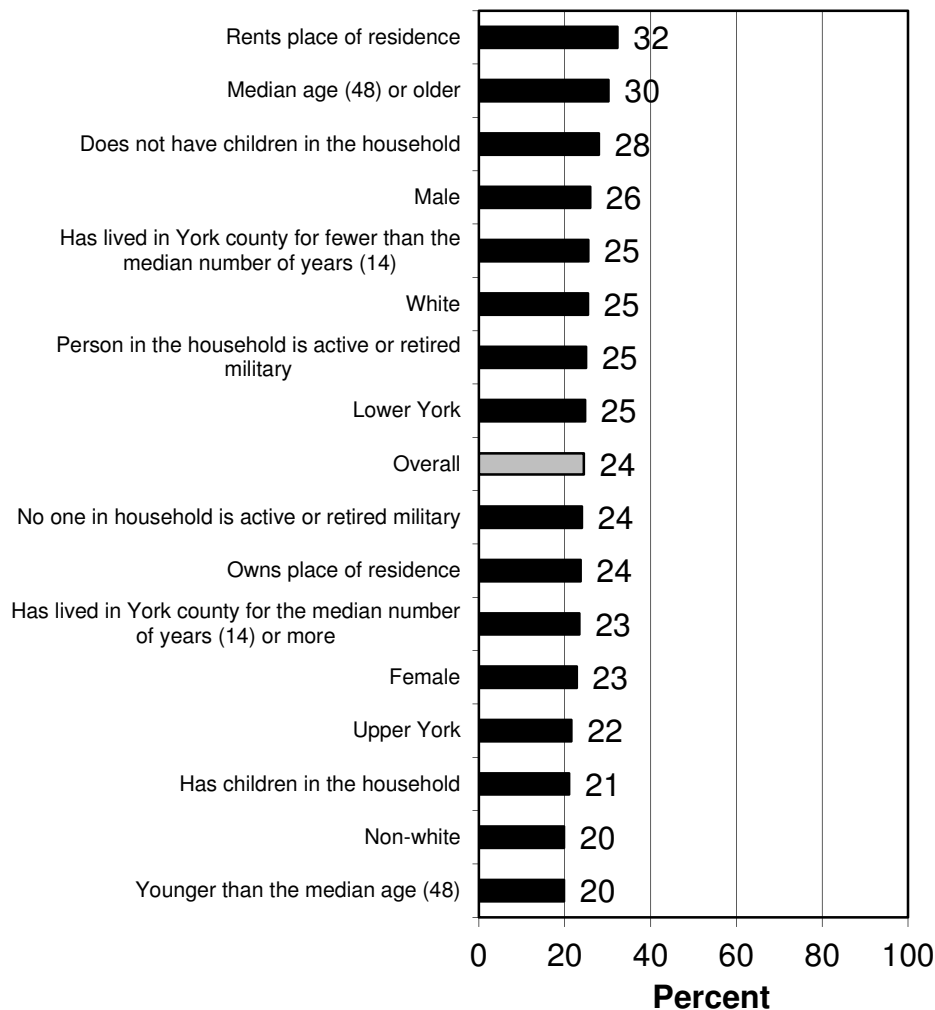


Overall, 41% of York County residents strongly agree with the statement, as shown by the gray bar.

Those groups above the gray bar have a greater propensity to strongly agree. For instance, 51% of residents the median adult age or older strongly agree, markedly higher than residents overall. Additionally, residents without children in the household, compared to residents overall, are more likely to strongly agree (49% of them do).

On the other hand, those groups below the gray bar are less likely to strongly agree. For instance, only 32% of residents younger than the median age strongly agree, below residents overall. Also, those with children in the household are less likely to strongly agree (only 34% do).

**Percent of each of the following groups who strongly agree with the following statement:
If I inform the County about how I feel on an issue, my opinion will be taken into consideration before a decision is made.**



Overall, 24% of York County residents strongly agree with the statement, as shown by the gray bar.

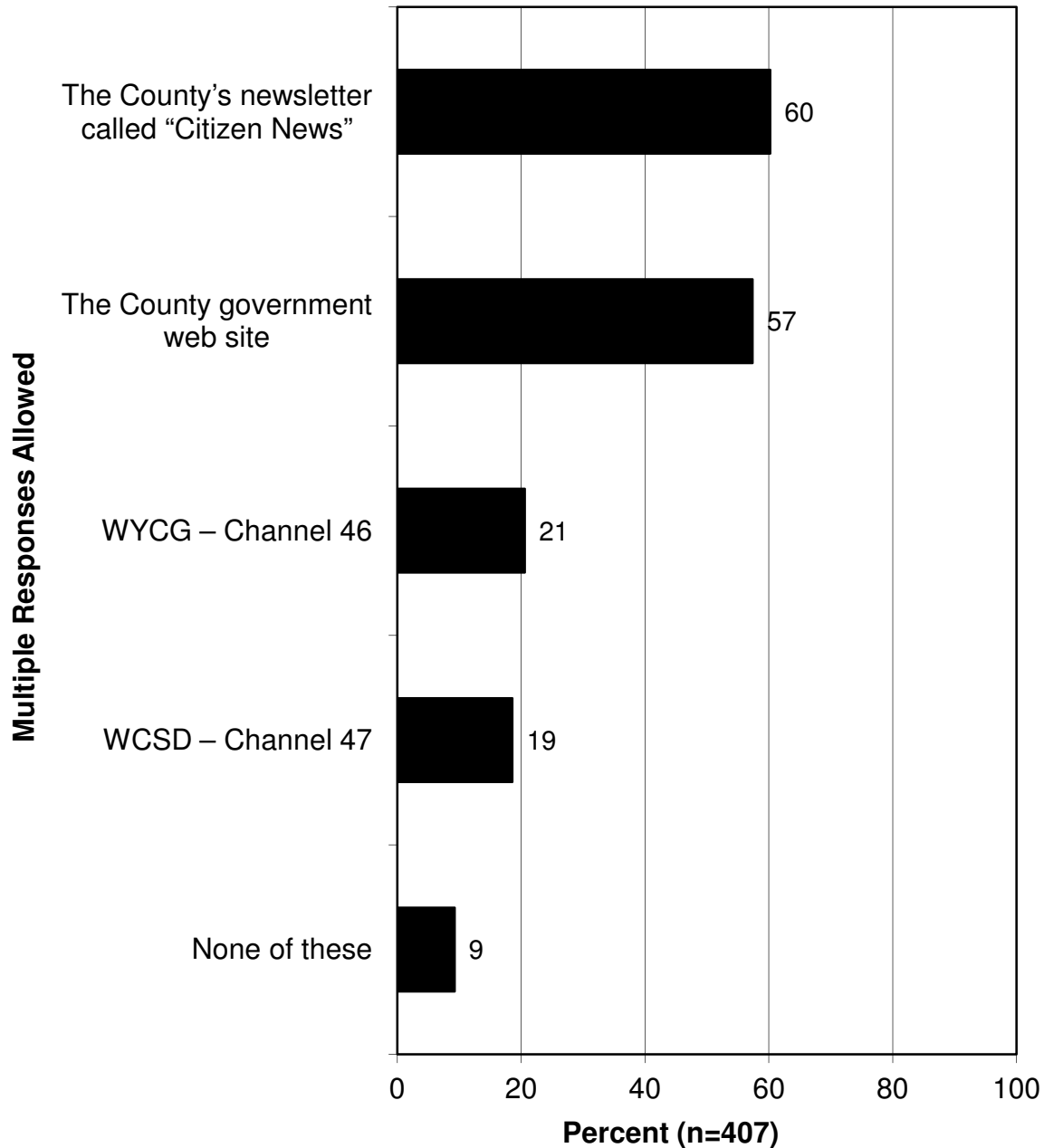
Those groups above the gray bar have a greater propensity to strongly agree. For instance, 32% of renters strongly agree, markedly higher than residents overall. Additionally, residents the median age or older, compared to residents overall, are more likely to strongly agree (30% of them do).

On the other hand, those groups below the gray bar are less likely to strongly agree. For instance, 20% of residents younger than the median age strongly agree, below residents overall. Also, non-whites are less likely to strongly agree (20% do).

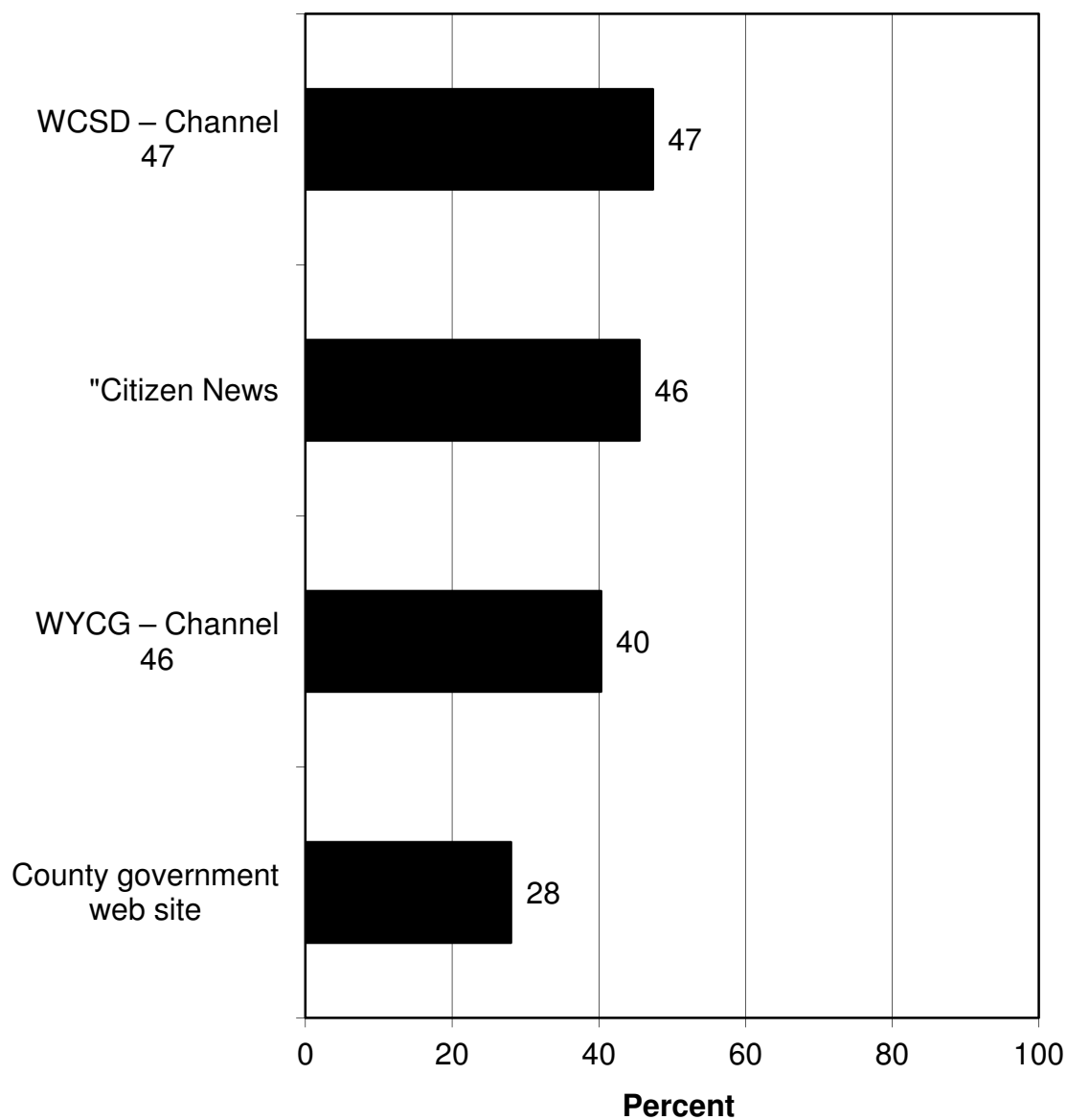
SOURCES OF INFORMATION

- Residents were asked about four potential sources of information about County services, programs, and/or government affairs. They were first asked if they use each source, and, if they did, they were asked to rate the source.
 - The County's newsletter, called "Citizen News," is the most popular source of information, used by 60% of residents, closely followed by the County government web site (57%). The two other sources had only about 1 in 5 residents using them: WYCG – Channel 46 (21%) and WCSD – Channel 47 (19%).
 - Ratings of the sources of information are positive: all of them had more than 85% of source users rating them *excellent* or *good*.
 - Regarding using the web site, the overwhelming majority of residents (95%) report having Internet access at home, so access to the web site is not a problem.

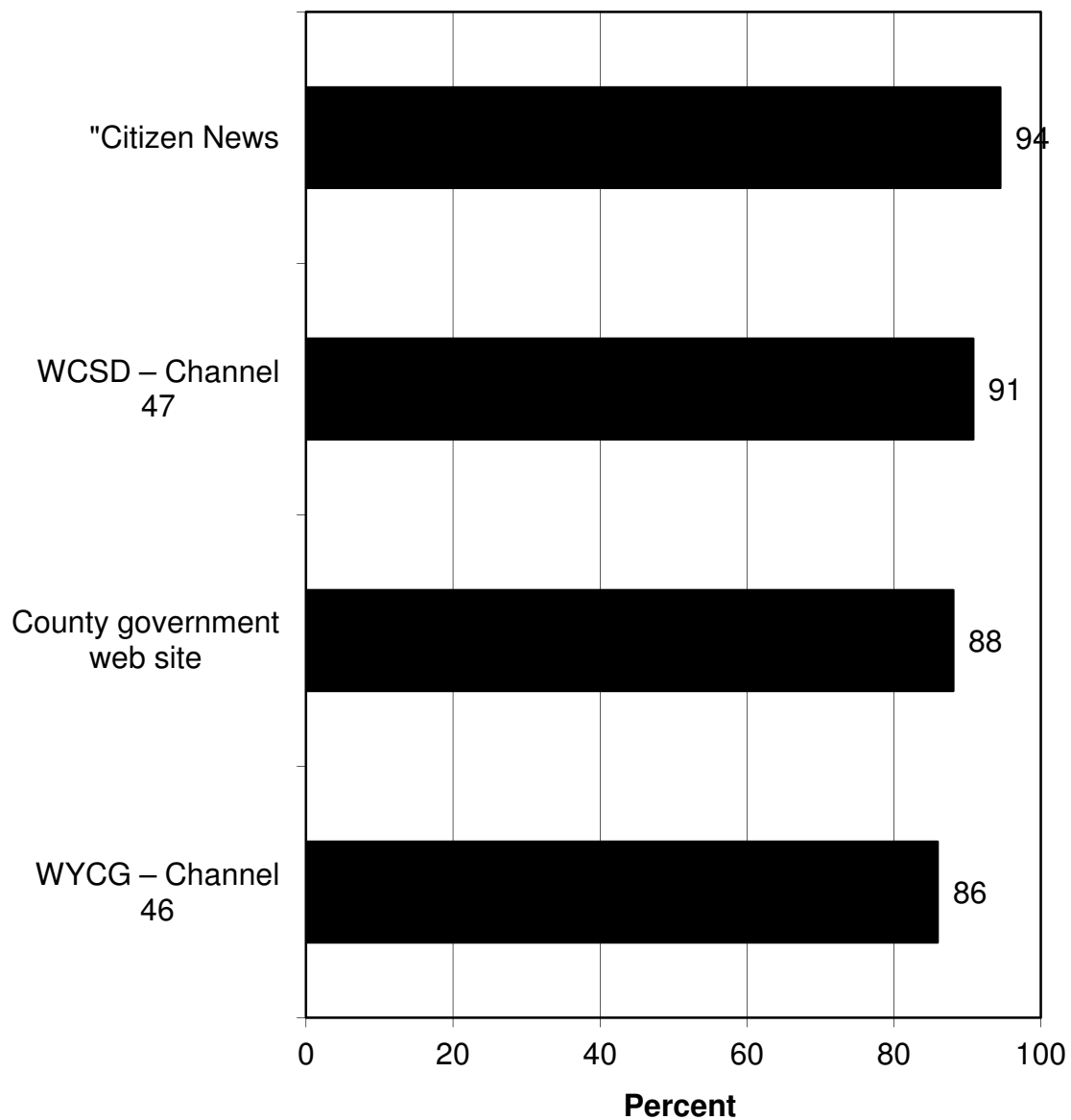
Q85. From which of the following sources do you get information about County services, programs, and/or government affairs? How about...?



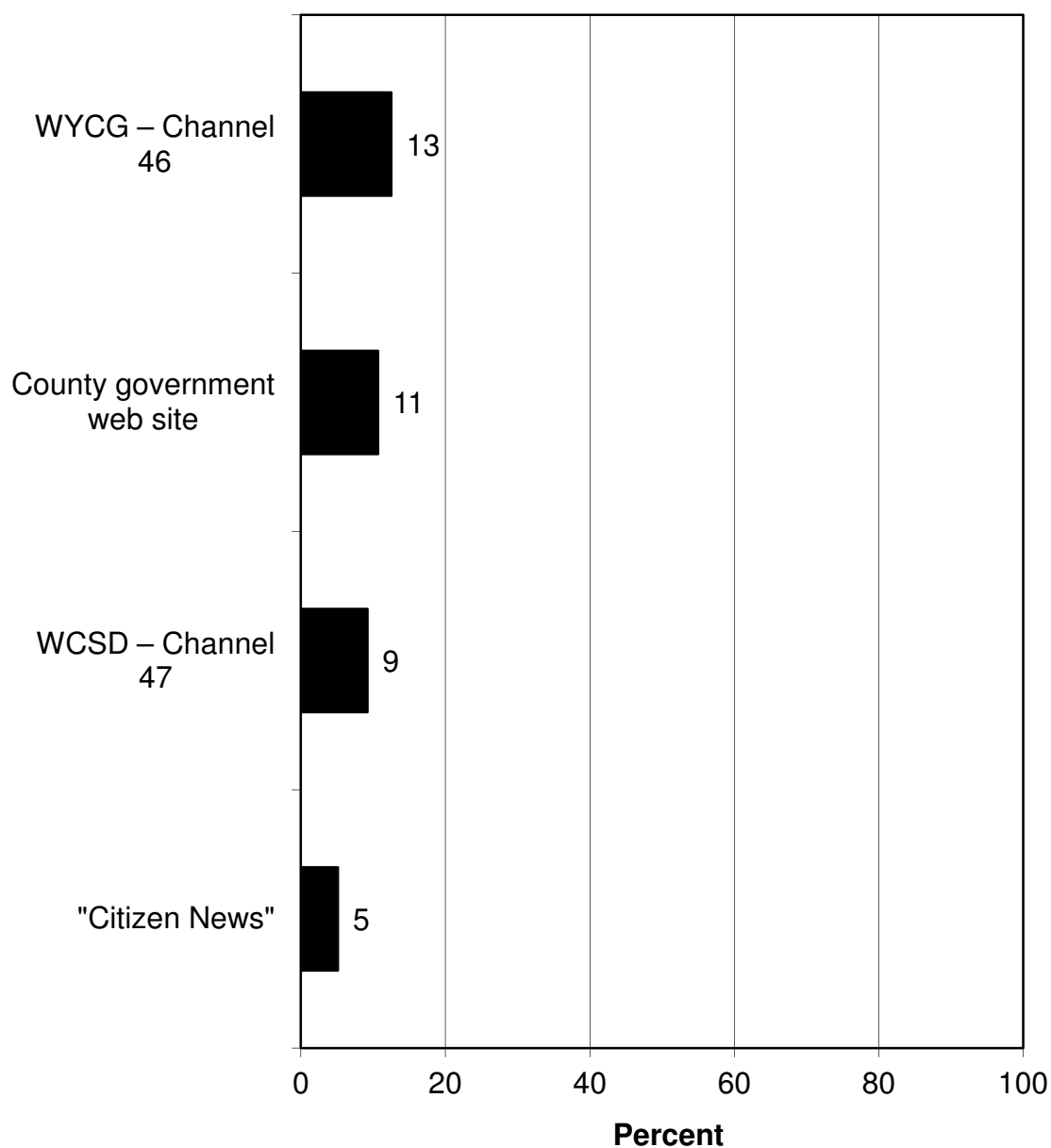
**Q87-Q90. Percent who rated the following
excellent as a source of information about
County services, programs, and/or government
affairs.**



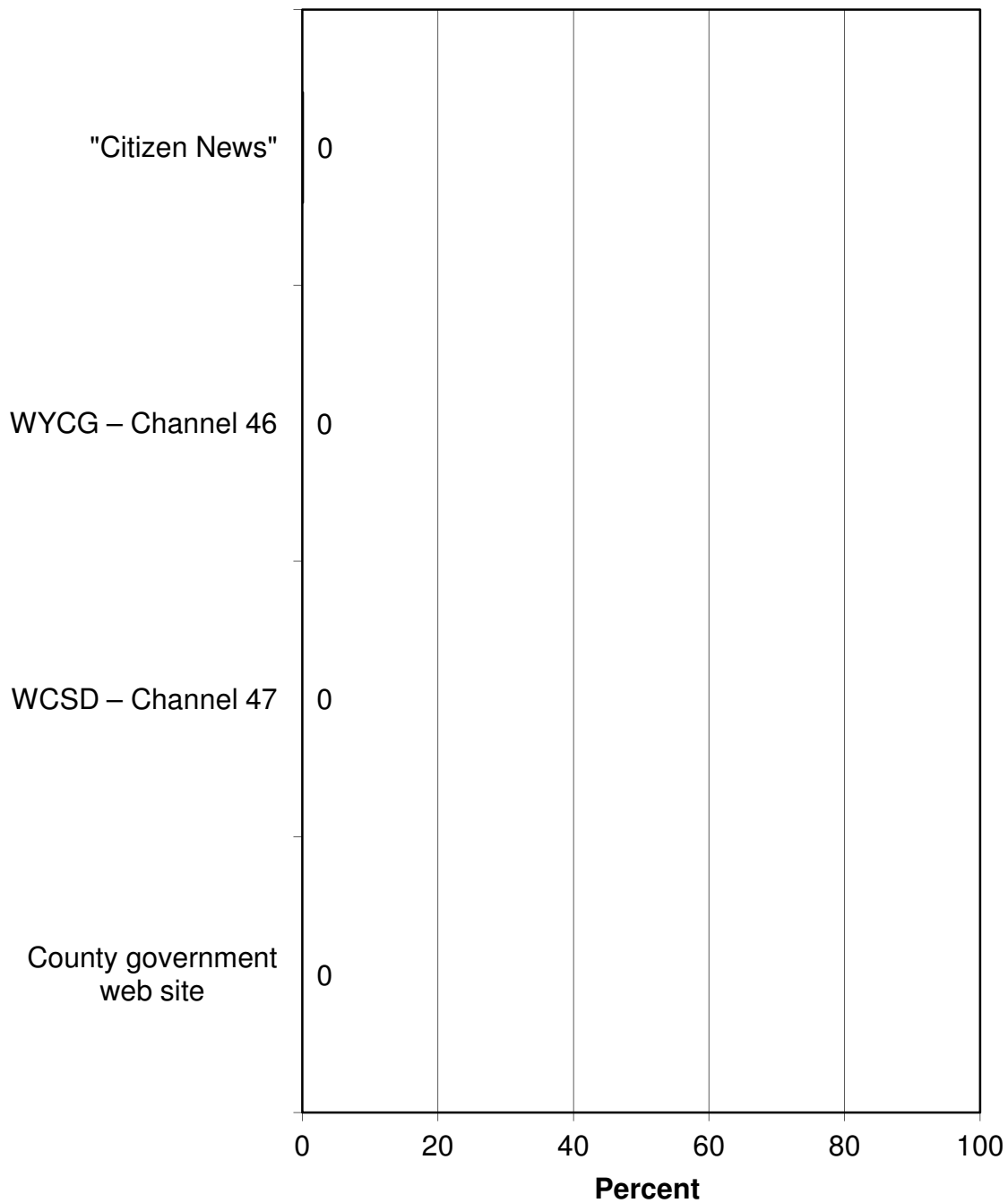
**Q87-Q90. Percent who rated the following
excellent or good as a source of information
about County services, programs, and/or
government affairs.**



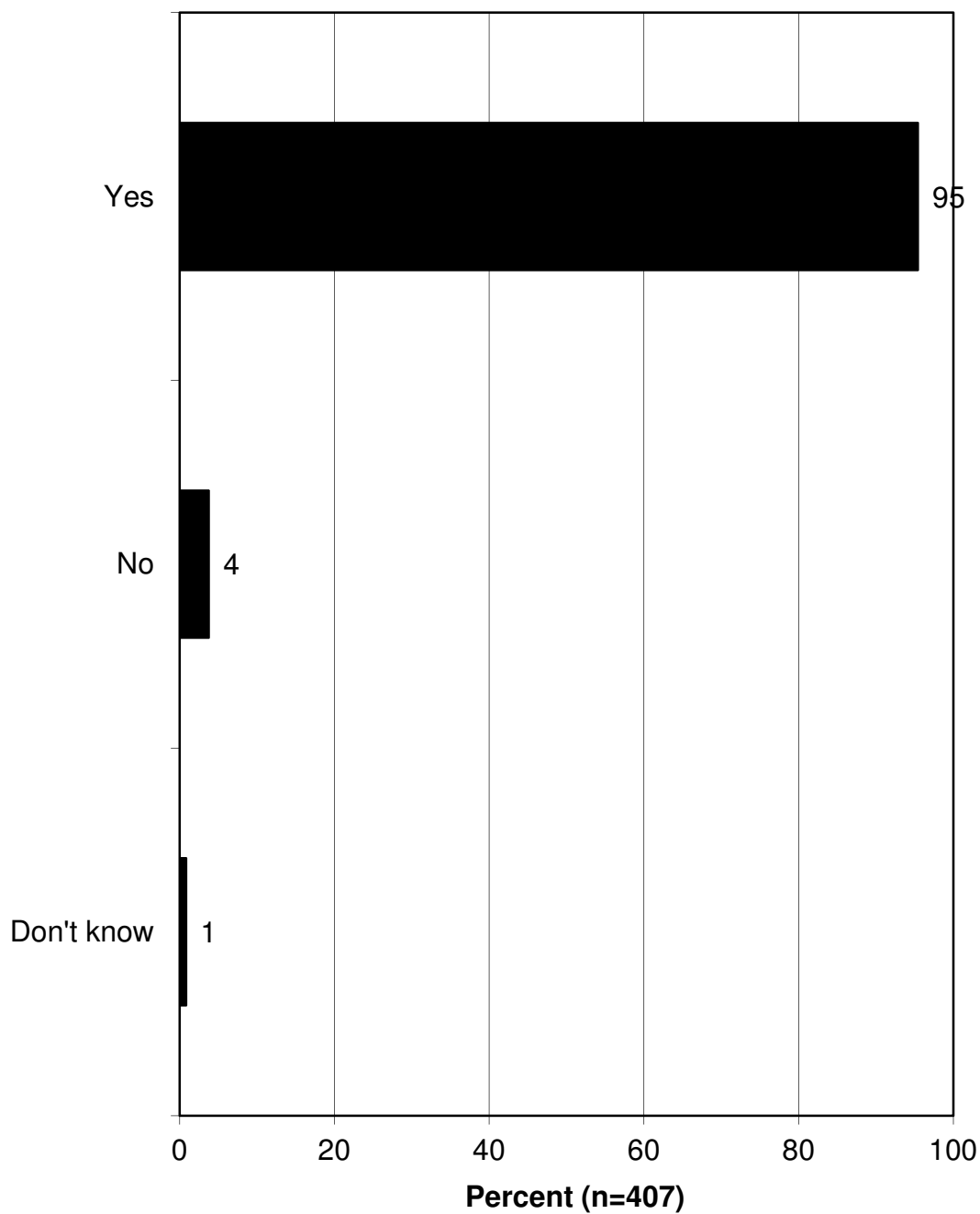
Q87-Q90. Percent who rated the following fair or poor as a source of information about County services, programs, and/or government affairs.



**Q87-Q89. Percent who rated the following poor
as a source of information about County
services, programs, and/or government affairs.**



Q100. Do you have Internet access in your home?

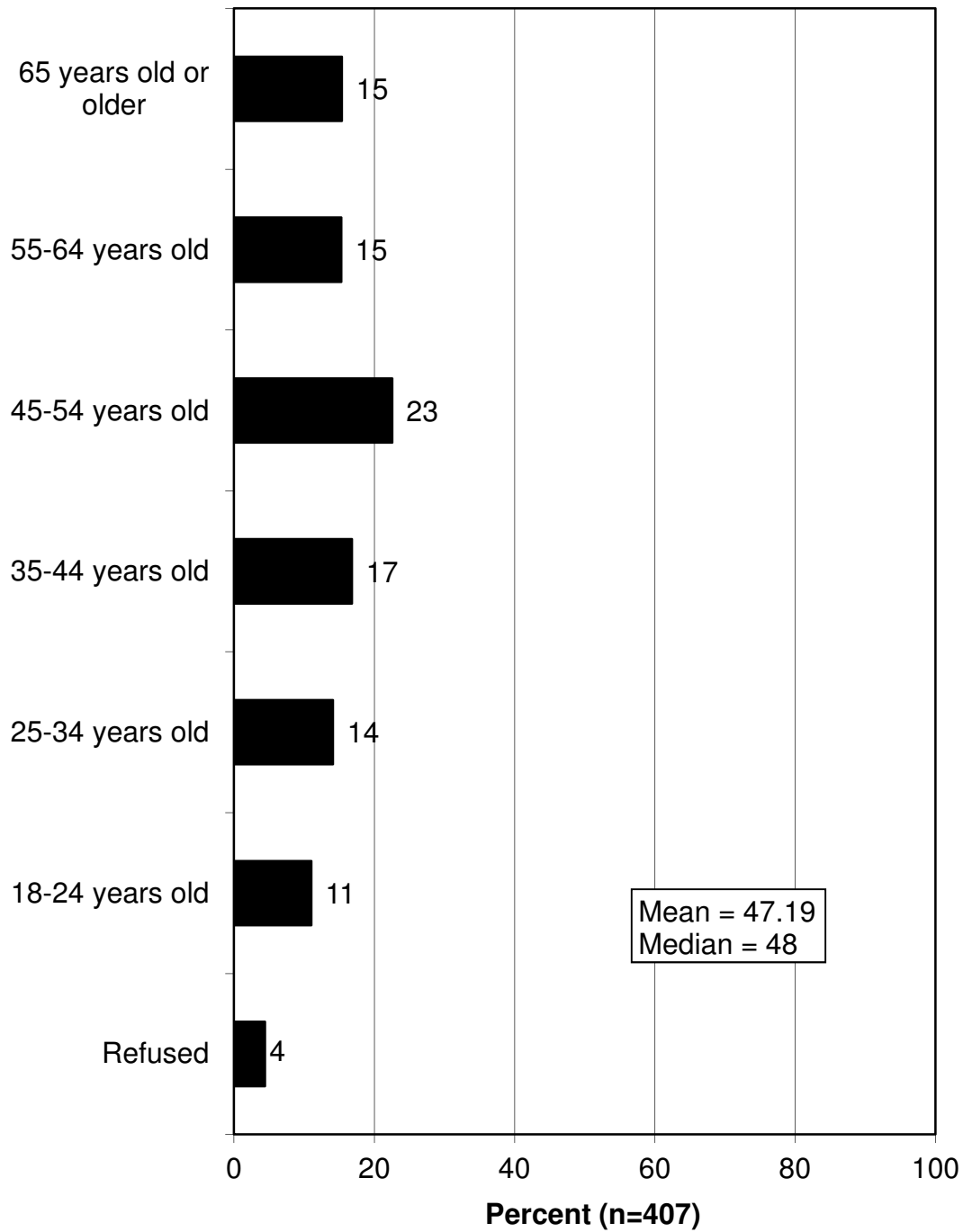


DEMOGRAPHIC DATA

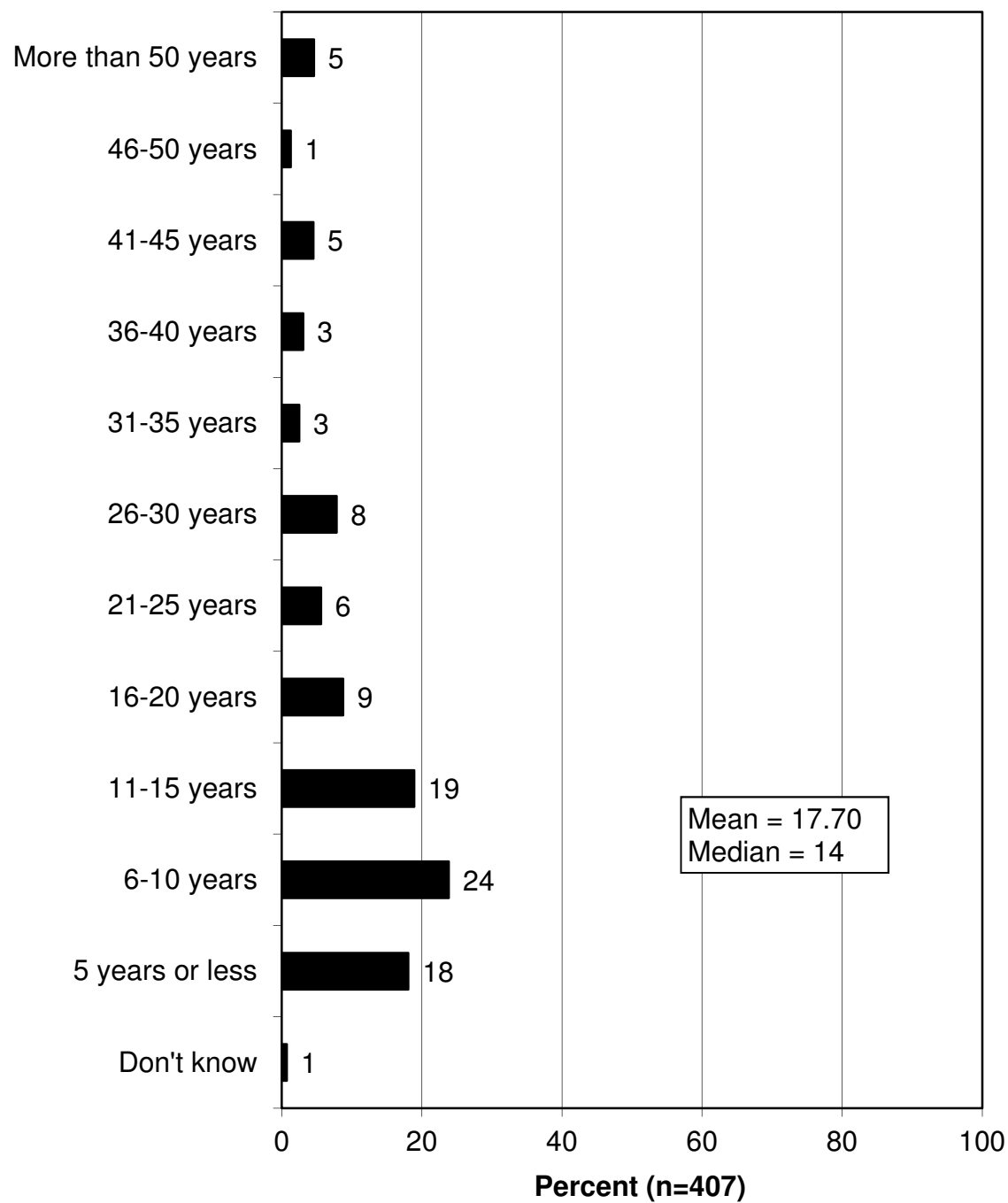
- The primary use of the demographic data is for crosstabulations and nonparametric analyses. Nonetheless, the demographic results are shown in this section.
- The gender breakdown is shown; note that the sample was weighted by age and gender.
- Respondent ages are shown; note that the sample was weighted by age and gender.
 - A graph of years of residency is shown. The median number of years of residency is 14 years. A little less than a fifth of residents (18%) report living in York County for 5 years or less. On the other hand, about a quarter (24%) have lived in York County for more than 25 years.
- Ethnicity of residents is shown. The large majority of York County residents (80%) indicate being white or Caucasian.
- Most residents in the survey live in a single-family home (87%), with apartments/condominiums and townhouses each making up 6%.
 - Home ownership among residents is shown: 86% report owning their own home.
- Half of residents (50%) say that there are children living in their household.
 - A large majority of residents with children (90%) send at least some of their children to public schools. Other educational options are shown on the graph.
- More than 2 out of 5 residents (43%) of York County indicate that somebody in the household is on active military duty or is a military retiree.
- A large majority of residents (89%) report that they are registered to vote.

Q121. Respondent's gender. (Observed; not asked by interviewer)

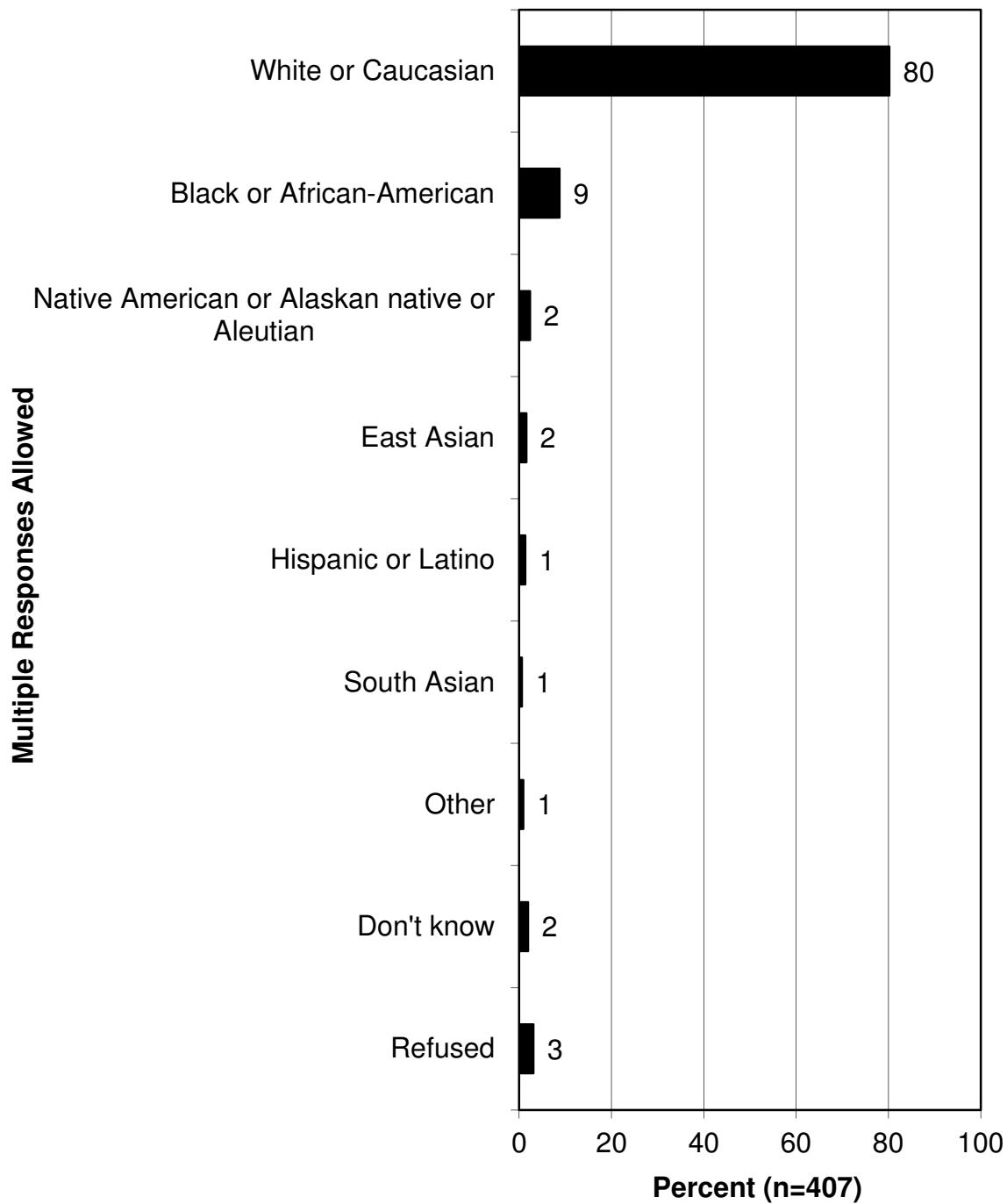


Q114. Respondent's age.

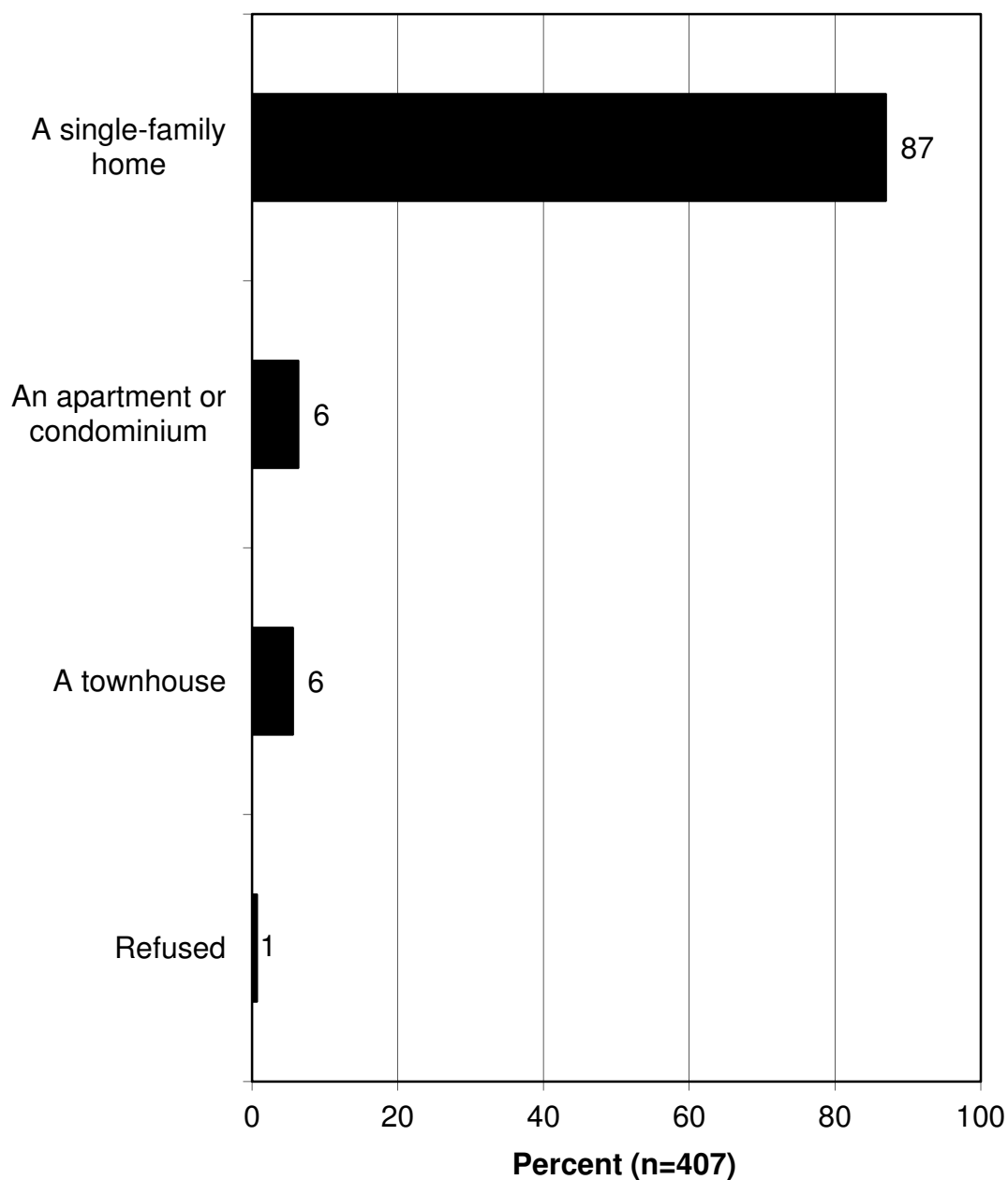
Q93. How many years have you lived in York County?



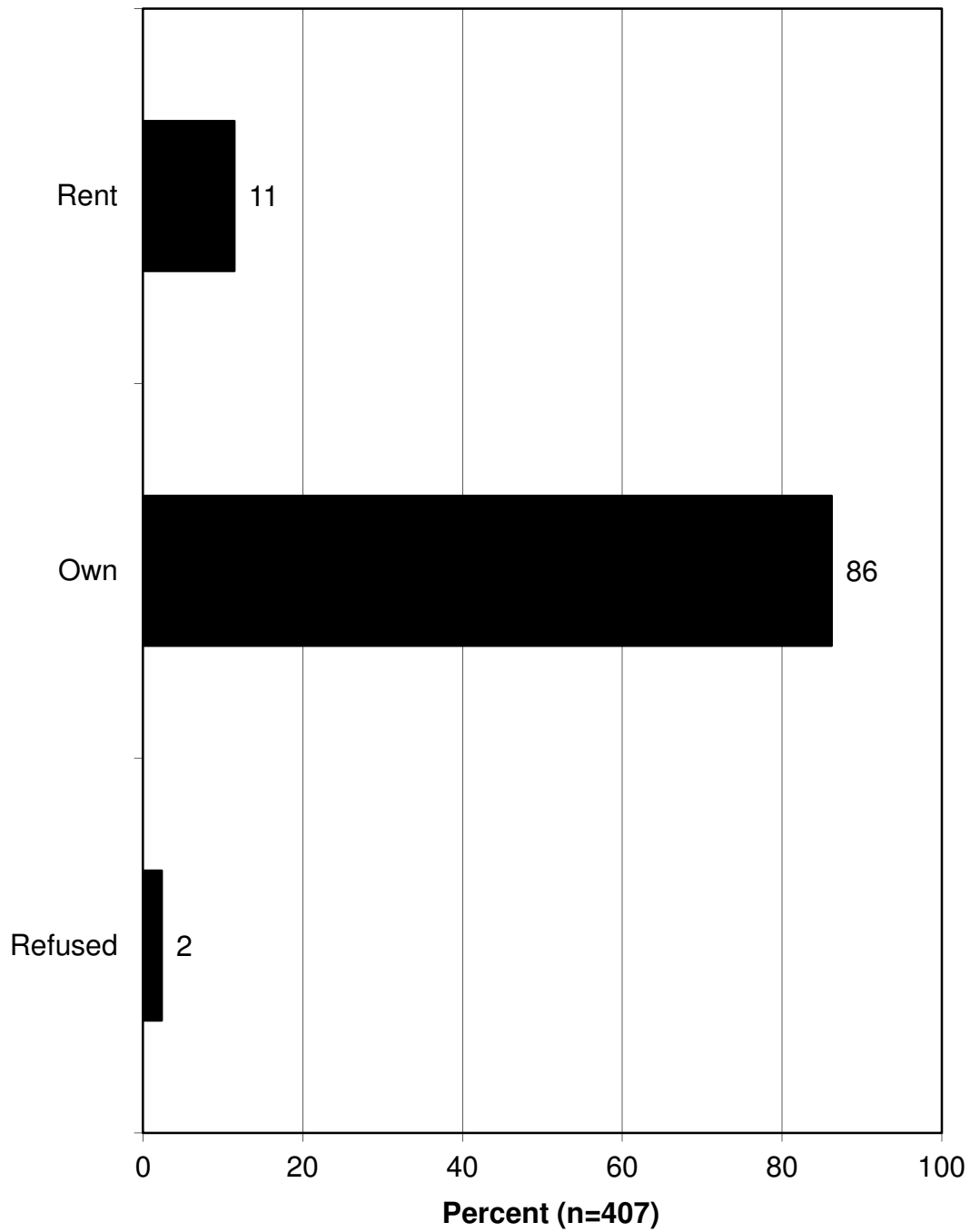
Q112. What races or ethnic backgrounds do you consider yourself? Please mention all that apply.



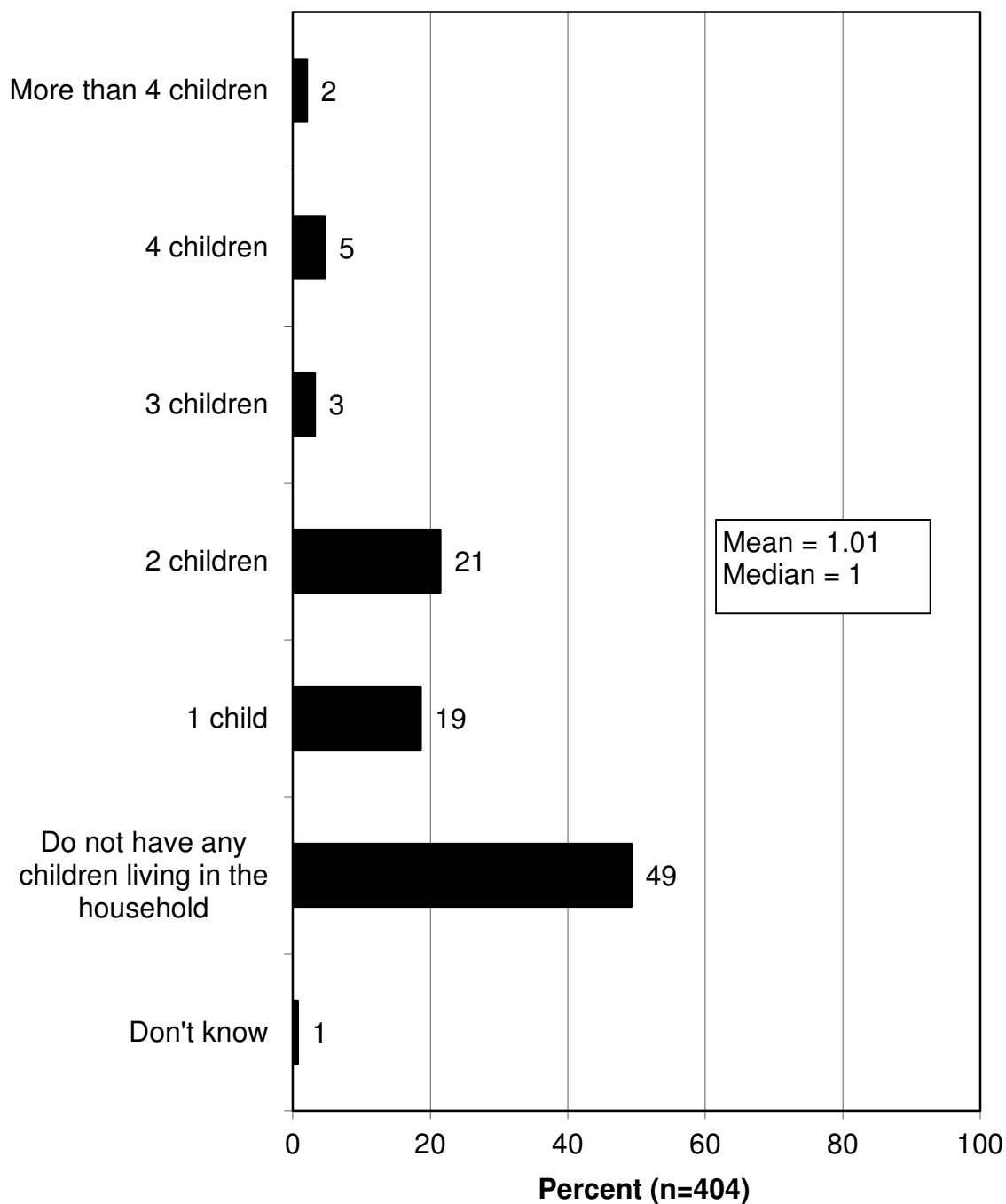
Q98. Do you consider your place of residence to be an apartment or condominium, a townhouse, a single-family home, a mobile home, or none of these?



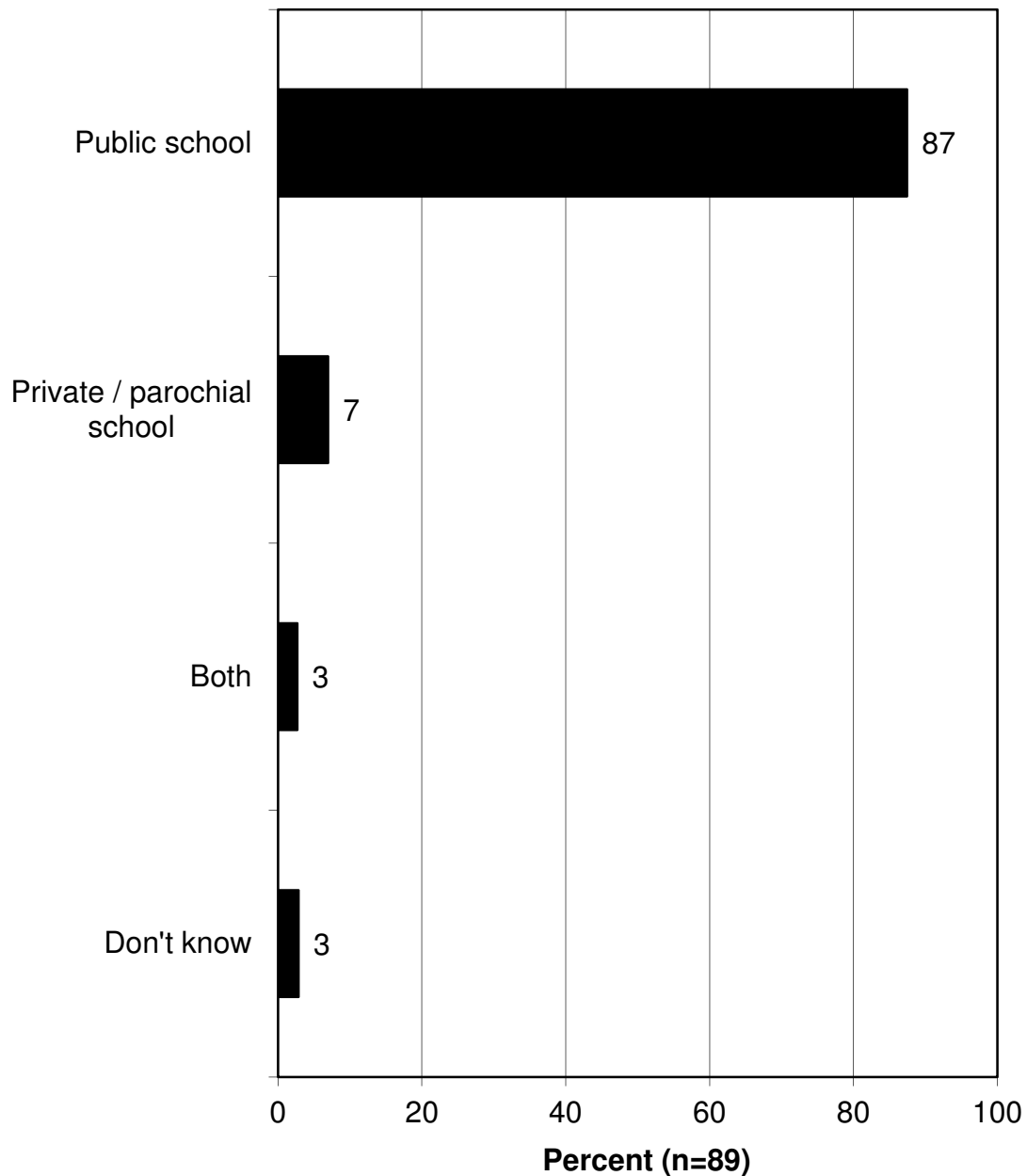
Q97. Do you rent or own your current place of residence?

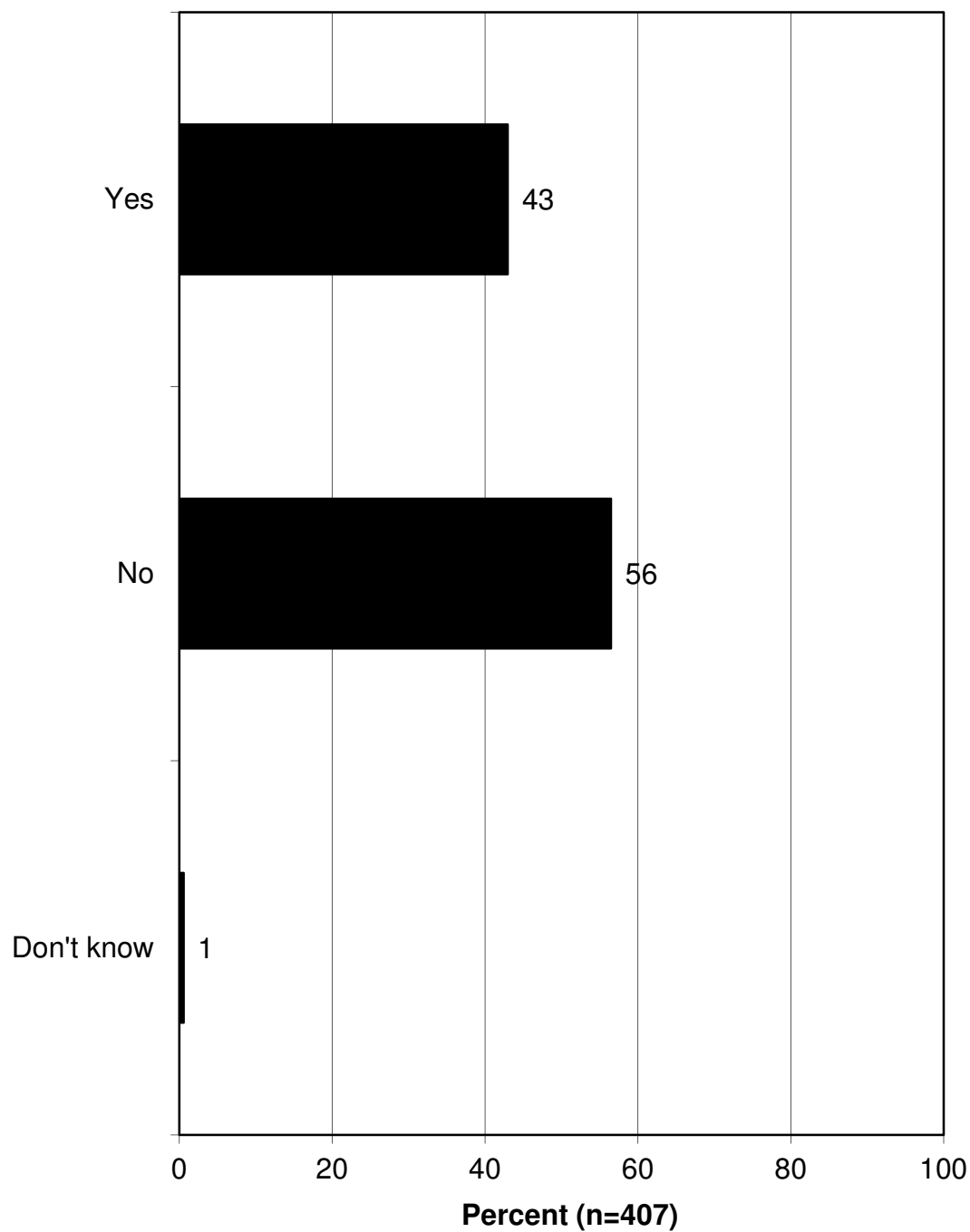


Q102. How many children, age 17 or younger, do you have living in your household?

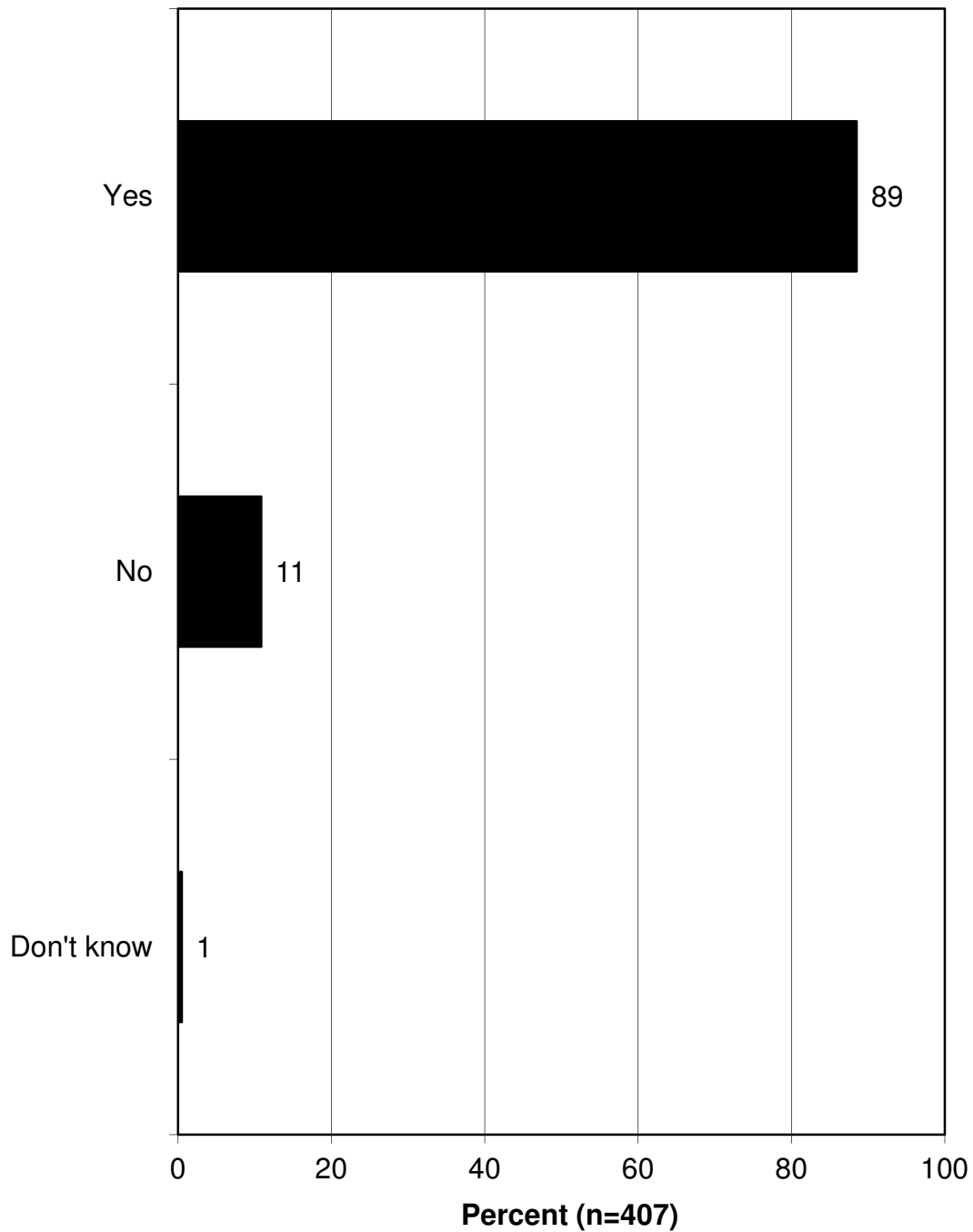


**Q107. [Is/Are] the [child/children] living in your household currently attending public school or private / parochial school in York County?
(Asked of those with children in the household.)**



Q101. Is anyone in your household on active military duty or a military retiree?

Q109. Are you currently registered to vote in York County?

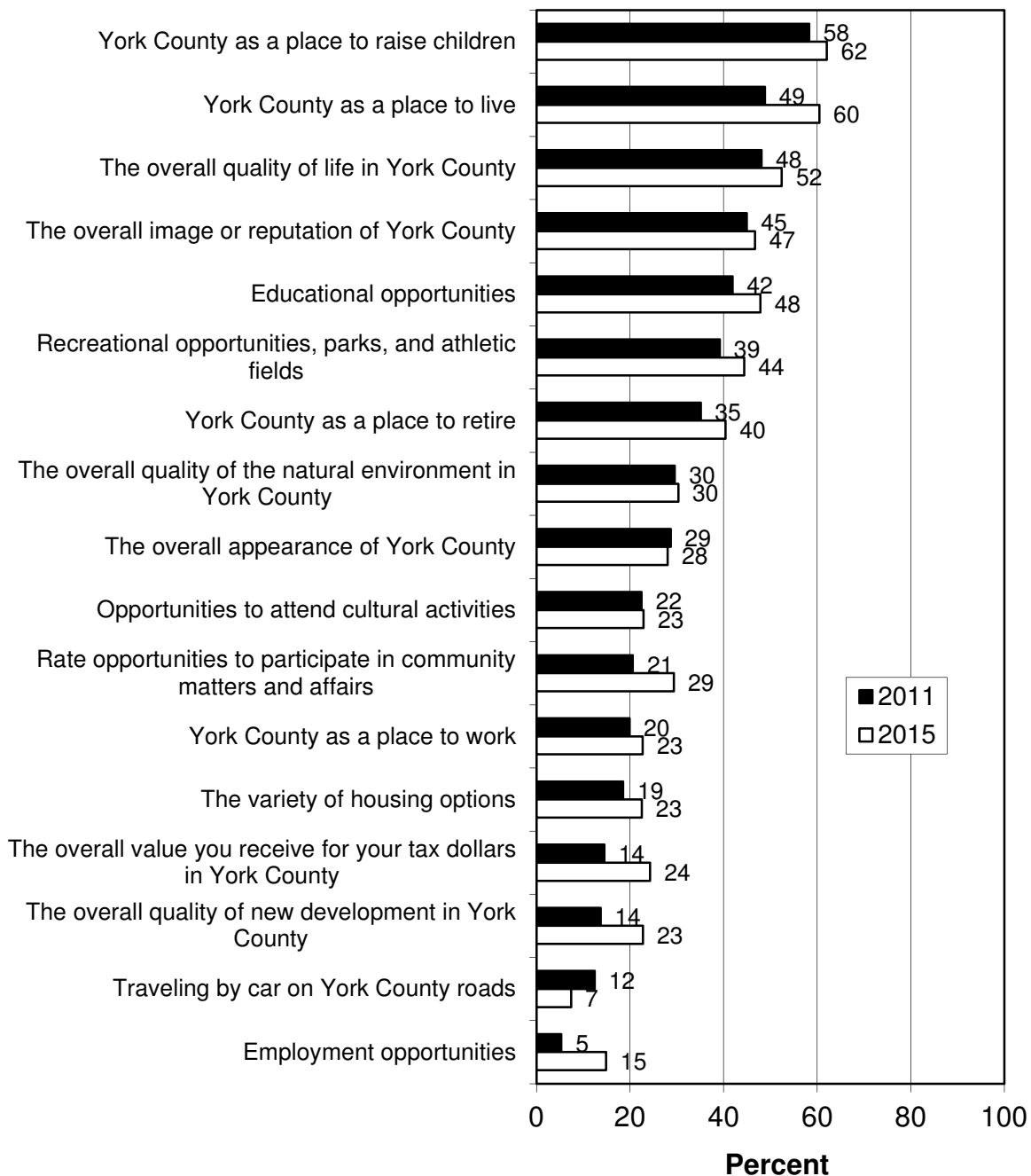


EXAMINATION OF TRENDS

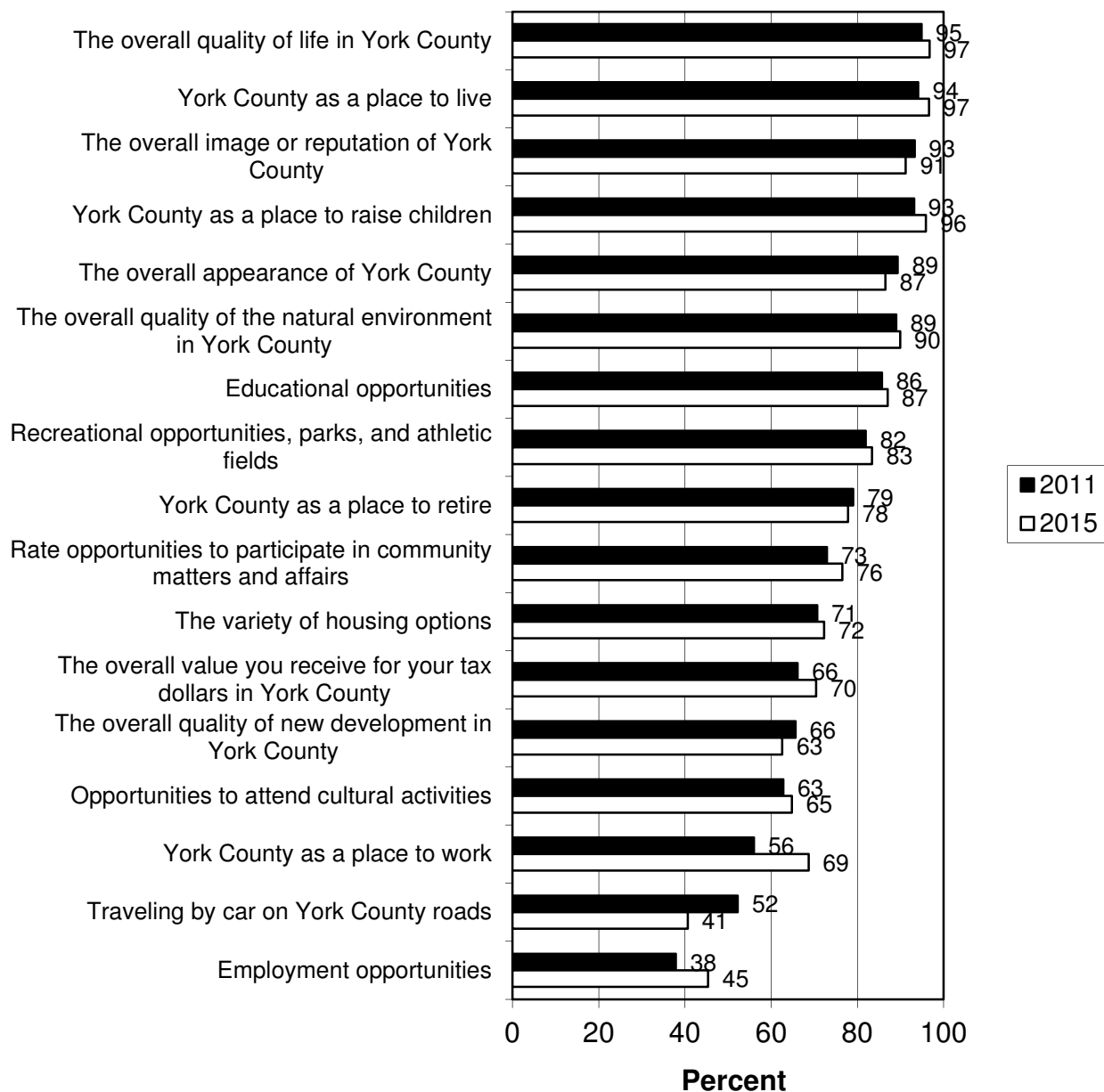
All questions common to both the 2011 and 2015 surveys are comparable and are included in this section as tabulations or as graphs. A few questions were comparable with surveys farther back than 2011, and these are included in tabulations.

14. What is the main reason you live in York County? (Shows top six responses.)	Good quality schools		Like it here / good place to live		Work		Grew up here		Family lives here or nearby	
	2011	2015	2011	2015	2011	2015	2011	2015	2011	2015
	20	34	10	18	16	15	15	10	18	6

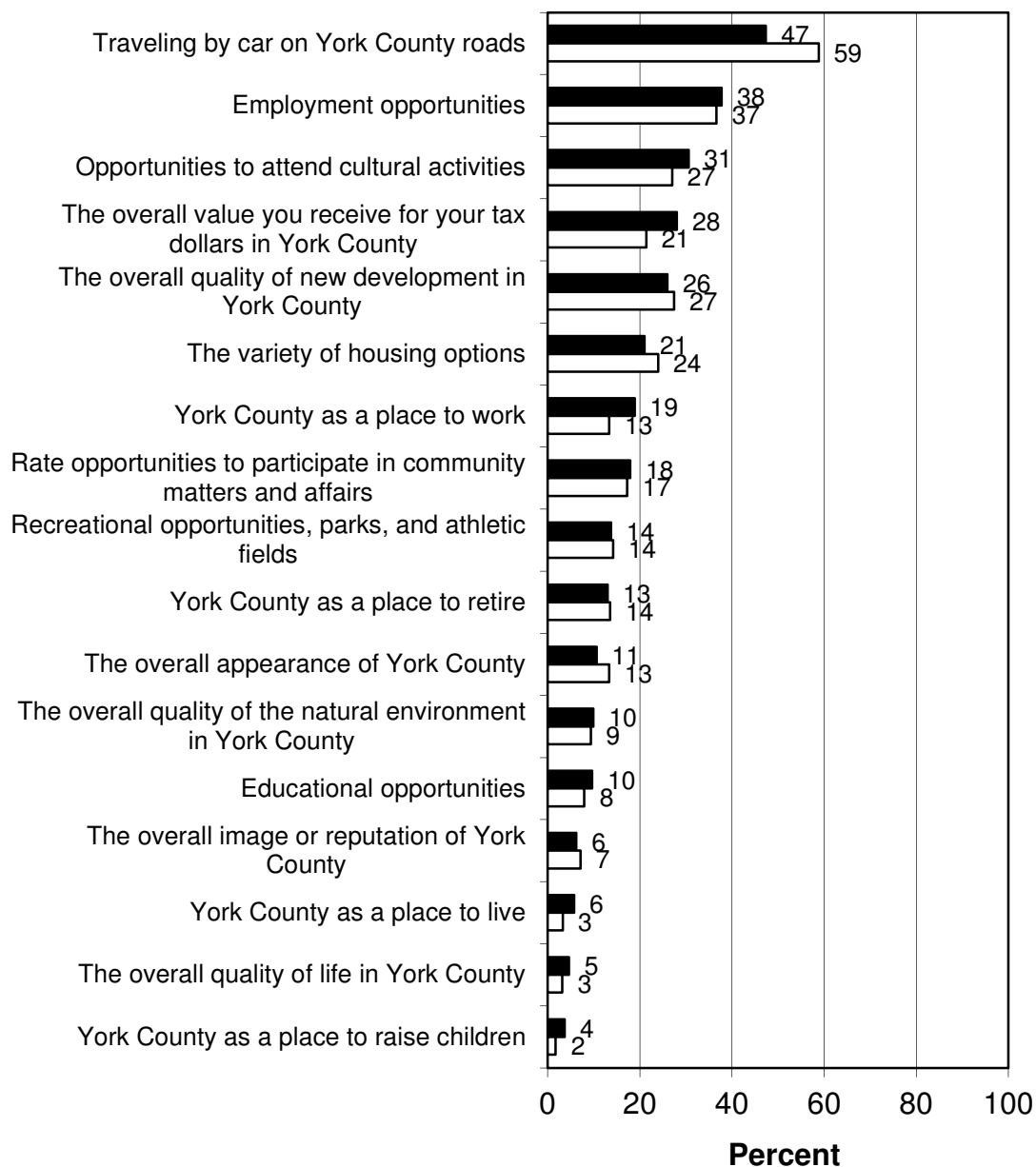
Q17-Q34. Percent who rated the following in York county as excellent.



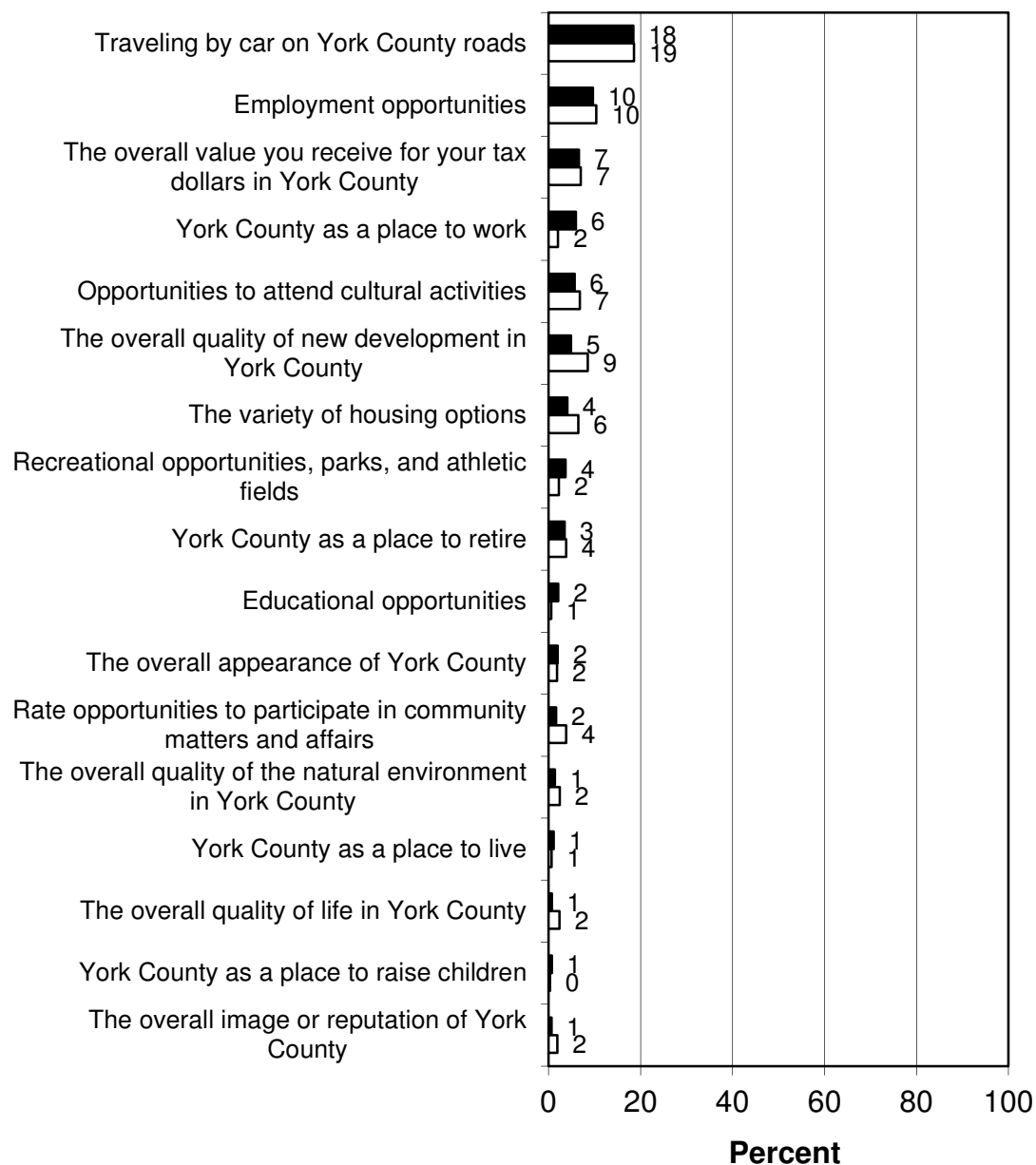
Q17-Q34. Percent who rated the following in York county as excellent or good.



Q17-Q34. Percent who rated the following in York county as fair or poor.

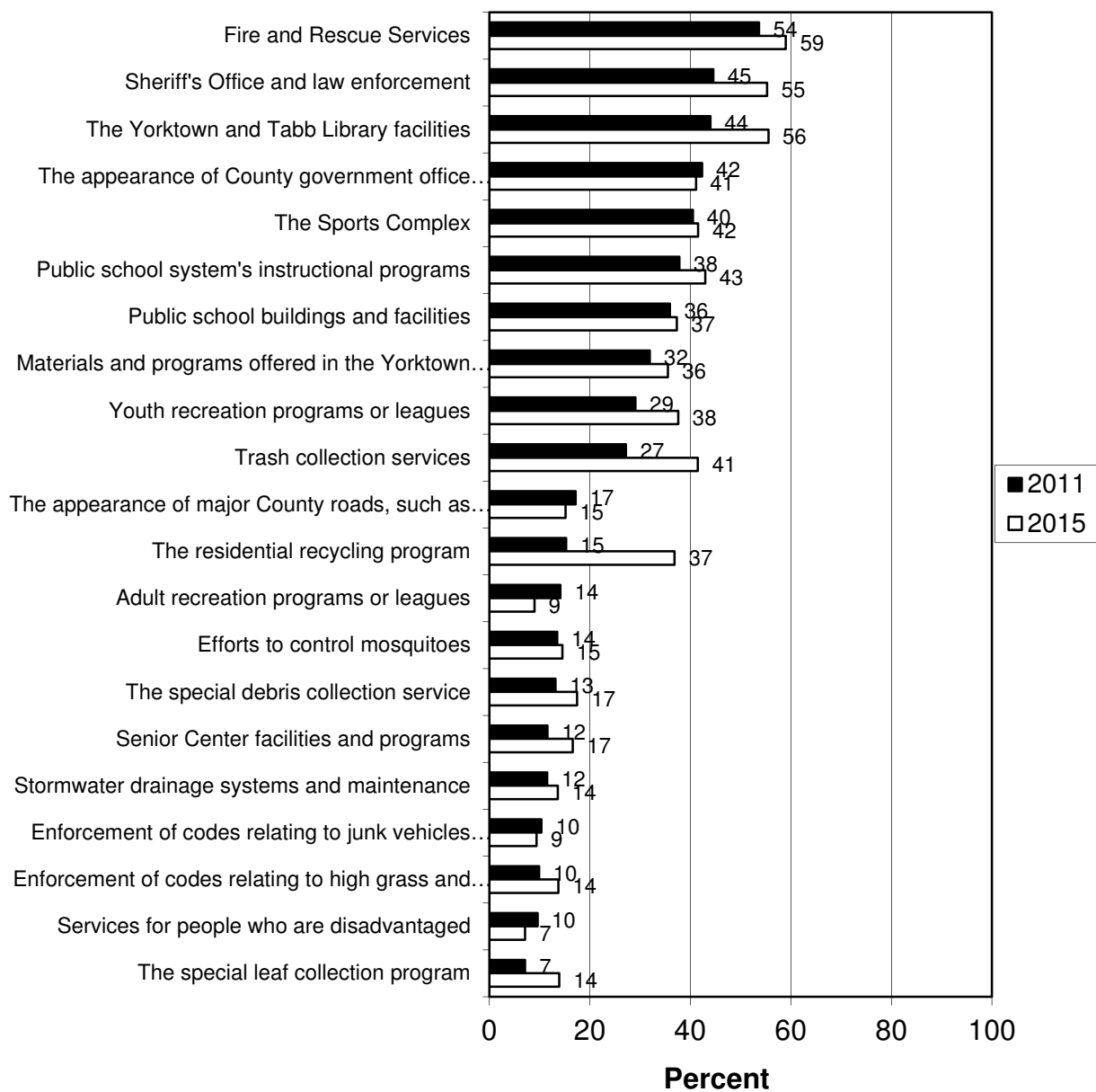


Q17-Q34. Percent who rated the following in York county as poor.

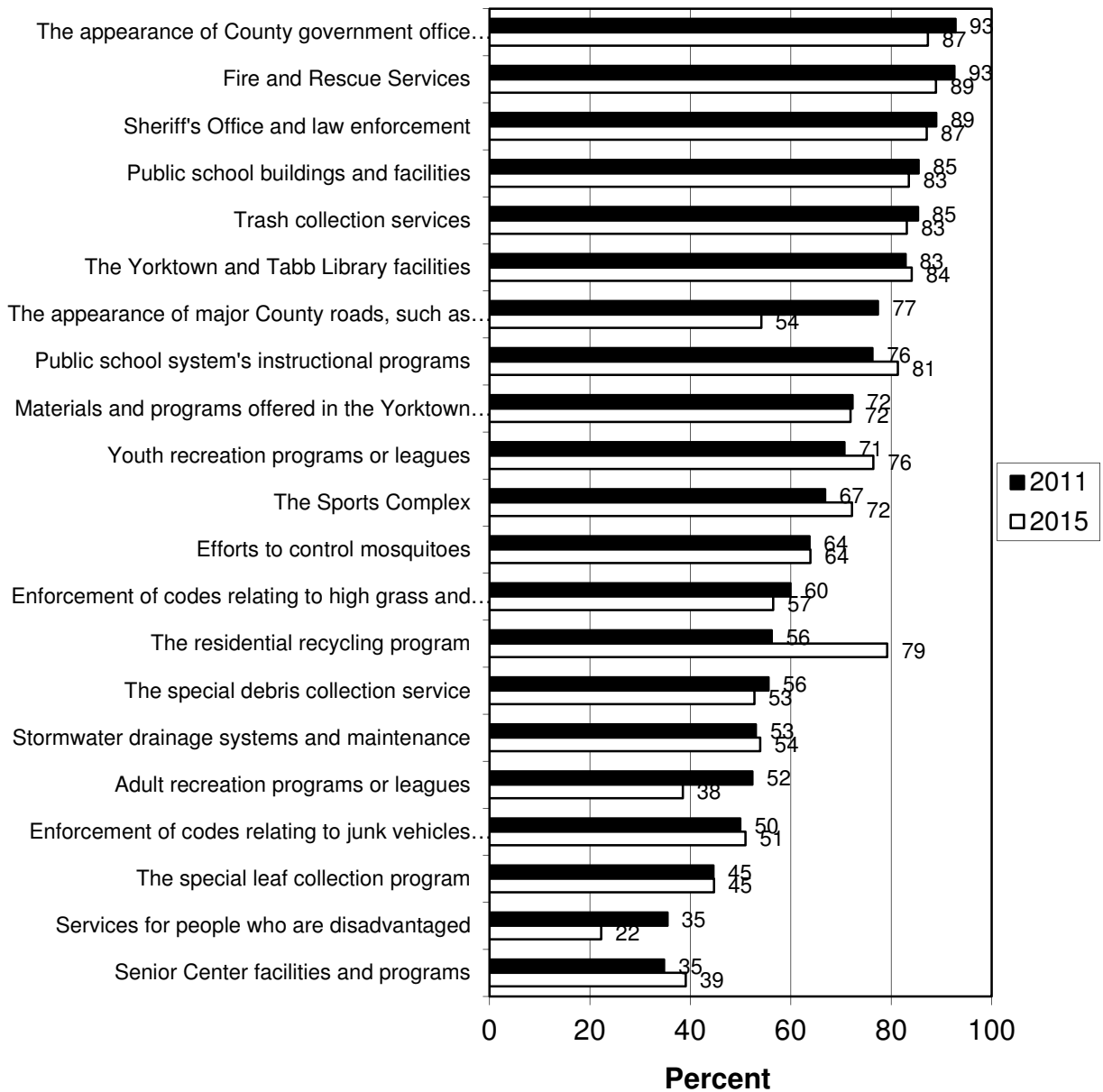


35. Overall, how would you rate the services provided by York County?	Excellent		Good		Fair		Poor		Don't know	
	2011	2015	2011	2015	2011	2015	2011	2015	2011	2015
	27	38	62	53	8	5	3	3	1	0

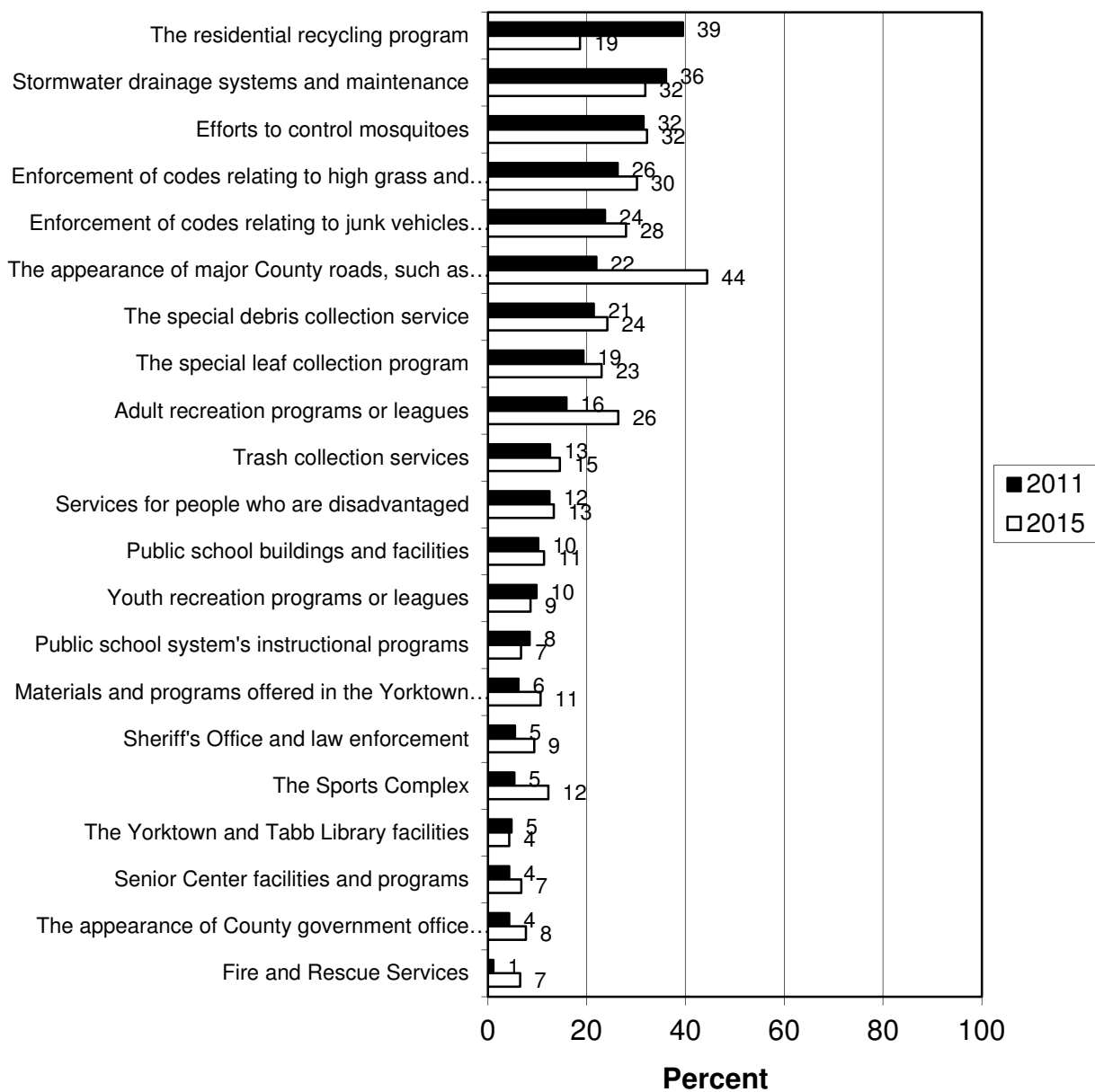
Q38-Q58. Percent who rated the following specific services or facilities provided by York County as excellent.



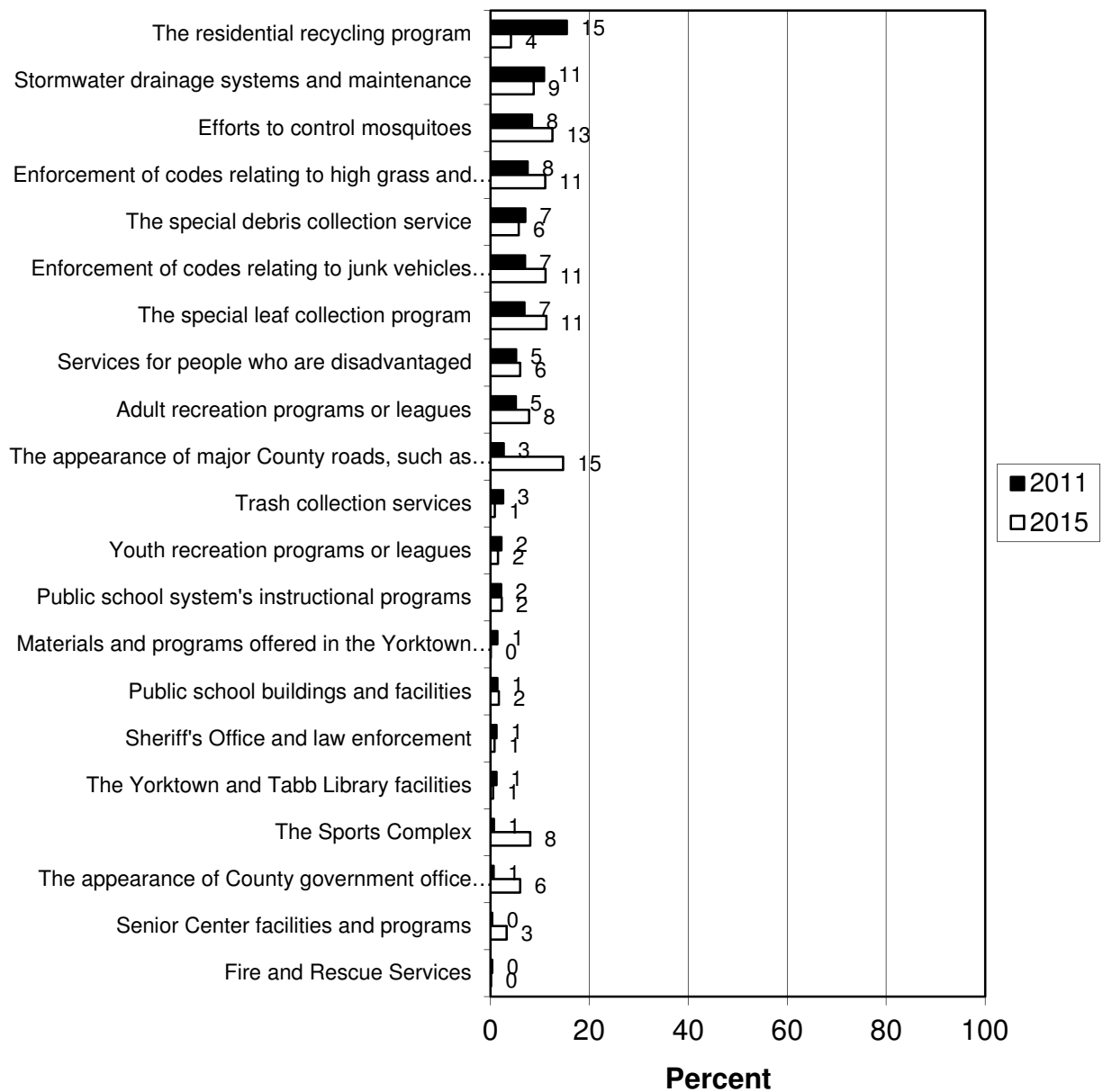
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as excellent or good.



Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as fair or poor.



Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as poor.



59. In general, do you think York County is getting better, staying the same, or getting worse?	Getting better		Staying the same		Getting worse		Don't know	
	2011	2015	2011	2015	2011	2015	2011	2015
	45	49	41	37	11	10	2	5

62. Specifically, what do you think has gotten better in York County? (Multiple responses allowed.) (Shows all responses over 15%.)	Quality of County services / facilities		Appearance of the County		Recreation facilities		Quality of life in general	
	2011	2015	2011	2015	2011	2015	2011	2015
	15	35	19	22	12	20	24	18

	Too much		About the right amount		Too little		Don't know	
	2011	2015	2011	2015	2011	2015	2011	2015
68. In your opinion, was the amount of new residential construction* in York County in the past 5 years too much, about the right amount, or too little?	39	29	50	55	4	7	8	9
69. In your opinion, was the amount of new commercial construction* in York County in the past 5 years too much, about the right amount, or too little?	29	21	50	59	15	11	7	10

*In the previous survey, the wording was "...amount of residential development..." or "...commercial development..."; in the 2015 survey, the wording was "...amount of new residential construction..." and "...new commercial construction..."; it is not known how much effect the wording change had on this year's results.

	Strongly agree		Moderately agree		Moderately disagree		Strongly disagree		Neither / Don't know	
	2011	2015	2011	2015	2011	2015	2011	2015	2011	2015
71. Before the County makes important decisions, citizens who want to be heard have an opportunity to express their opinions.	40	41	43	35	5	5	3	3	9	15
72. If I inform the County about how I feel on an issue, my opinion will be taken into consideration before a decision is made.	19	24	41	38	12	8	8	8	20	22
73. York County, in general, is a safe place to live.	73	73	25	26	2	0	0	1	0	0

These questions were asked in previous surveys using comparable wording, as shown in the tabulation below.

Statement	Percent Who Agreed				
	1998	2000	2005	2011	2015
Before the County makes important decisions, citizens who want to be heard have an opportunity to express their opinions.	88	85	91	83	77
If I inform the County how I feel on an issue, my opinion will be taken into consideration before a decision is made.	66	69	75	60	62

76. Next, I would like to know if you have visited or participated in any activities at any of the following in York County in the past 12 months? How about...?	Yorktown or Tabb Libraries		Activities and Events at Riverwalk Landing		Other County parks / athletic fields		Sports Complex		Senior Center		None of these	
	2011	2015	2011	2015	2011	2015	2011	2015	2011	2015	2011	2015
	72	74	63	62	50	49	39	44	9	8	6	8

77. Have you had any personal interaction with a York County employee in the past 12 months in person, by telephone, by e-mail, or by mail*?	Yes		No		Don't know	
	2011	2015	2011	2015	2011	2015
	55	69	44	30	1	Less than 0.5%

*The previous survey did not include "in person, by telephone, by e-mail, or by mail" in the question; this extra information was only provided in the previous survey if the respondent asked.

78. In general, how would you rate the quality of your interaction with a York County employee in the past 12 months?	Excellent		Good		Fair		Poor	
	2011	2015	2011	2015	2011	2015	2011	2015
	57	57	36	40	4	1	3	2

	Strongly agree		Moderately agree		Moderately disagree		Strongly disagree		Neither / Don't know	
	2011	2015	2011	2015	2011	2015	2011	2015	2011	2015
80. Do you agree or disagree that the York County employee(s) you had interaction with in the past 12 months was(were) responsive?	72	87	21	10	1	1	4	2	1	1
81. Do you agree or disagree that the York County employee(s) you had interaction with in the past 12 months was(were) courteous?	83	89	13	7	1	2	2	1	1	1
82. Do you agree or disagree that the York County employee(s) you had interaction with in the past 12 months was(were) knowledgeable?	80	86	14	8	1	2	2	1	3	3

85. From which of the following sources do you get information about County services, programs, and/or government affairs?	Citizen News		County govt. web site		WYCG – Channel 46		WCSD – Channel 47		None of these*	
	2011	2015	2011	2015	2011	2015	2011	2015	2011	2015
	62	60	49	57	23	21	21	19	13	9

*The previous survey asked about two additional sources (Citizens' Guide to County Government, the County's Annual Report) that were not asked about in this survey.

Note: these questions asked only of those who used the source	Excellent		Good		Fair		Poor		Don't know	
	2011	2015	2011	2015	2011	2015	2011	2015	2011	2015
87 How would you rate the quality of WYCG – Channel 46 (government)?	24	40	65	46	6	13	2	0	3	2
88. How would you rate the quality of WCSD – Channel 47 (schools)?	25	47	59	43	7	9	3	0	6	0
89. How would you rate the quality of the County government web site?	37	28	51	60	10	11	0	0	2	1
90. How would you rate the quality of the County's newsletter called "Citizen News"?	32	46	61	49	5	5	0	0	1	0

93. How many years have you lived in York County?	5 years or less		6 to 10 years		11 to 15 years		16 to 20 years		More than 20 years		Don't know	
	2011	2015	2011	2015	2011	2015	2011	2015	2011	2015	2011	2015
	20	18	18	24	12	19	16	9	33	29	0	1

96. How likely are you to be living in York County 5 years from now?	Very likely		Somewhat likely		Not at all likely		Don't know	
	2011	2015	2011	2015	2011	2015	2011	2015
	73	63	18	23	7	9	1	5

97. Do you rent or own your current place of residence?	Rent		Own		Refused	
	2011	2015	2011	2015	2011	2015
	12	11	86	86	2	2

97. Do you consider your place of residence to be an apartment or condominium, a townhouse, a single-family home, a mobile home, or none of these?	Apartment / condominium		Townhouse		Single-family home		Mobile home	
	2011	2015	2011	2015	2011	2015	2011	2015
	3	6	5	6	90	87	1	1

100. Do you have Internet access in your home?	Yes		No		Don't know	
	2011	2015	2011	2015	2011	2015
	90	95	9	4	0	1

101. Is anyone in your household on active military duty or a military retiree?	Yes		No		Don't know	
	2011	2015	2011	2015	2011	2015
	32	43	68	56	0	1

102. How many children, age 17 or younger, do you have living in your household?	None		1 child		2 children		More than 2 children	
	2011	2015	2011	2015	2011	2015	2011	2015
	59	49	19	19	15	21	7	10

107. [Is/Are] the [child/children] living in your household currently attending public school or private / parochial school in York County?	Public		Private / parochial		Both		Don't know / children too young	
	2011	2015	2011	2015	2011	2015	2011	2015
	77	87	9	7	2	3	12	3

108. [Has/Have] the [child/children] living in your household participated in any youth recreation programs or leagues in York County in the past 12 months?	Yes		No		Don't know	
	2011	2015	2011	2015	2011	2015
	43	48	53	51	4	1

109. Are you currently registered to vote in York County?	Yes		No		Don't know / refused	
	2011	2015	2011	2015	2011	2015
	85	89	14	11	1	1

111. What races or ethnic backgrounds do you consider yourself? Please mention all that apply.	White		Non-white		Refused	
	2011	2015	2011	2015	2011	2015
	82	80	14	17	4	3

114. May I ask your age?	18-24		25-34		35-44		45-54		55-64		65 and older		Don't know / refused	
	2011	2015	2011	2015	2011	2015	2011	2015	2011	2015	2011	2015	2011	2015
	13	11	14	14	19	17	22	23	16	15	15	15	2	4

120. Observe and record respondent's gender.	Male		Female	
	2011	2015	2011	2015
	48	48	52	52

SUMMARY OF RESPONSES TO ALL QUESTIONS

- This section presents summary tables of responses to all questions. Questions are presented in the order of the survey numbering. (Note that some portions of the survey were randomized so that individual respondents did not get the questions in the order of the numbering shown in the survey.) Gaps in the numbering are for code statements in the survey that are not shown. Examples of these code statements are error checkers, skip controls, and computation statements.

14. What is the main reason you live in York County? (Shows top six responses.)	Good quality schools	Like it here / good place to live	Work	Grew up here	Good place to raise children	Family lives here or nearby
	34	18	15	10	6	6

	Excellent	Good	Fair	Poor	Don't know
17. How would you rate the overall quality of life in York County?	52	44	1	2	0
19. How would you rate York County as a place to live?	60	36	3	1	0
20. How would you rate York County as a place to raise children?	62	34	1	0	2
21. How would you rate York County as a place to work?	23	46	11	2	18
22. How would you rate York County as a place to retire?	40	37	10	4	9
23. How would you rate the overall value you receive for your tax dollars in York County?	24	46	14	7	8
24. How would you rate the overall appearance of York County?	28	58	11	2	0
25. How would you rate the overall quality of new development in York County?	23	40	19	9	10
26. How would you rate the variety of housing options?	23	50	18	6	4
27. How would you rate employment opportunities?	15	30	26	10	18
28. How would you rate educational opportunities?	48	39	7	1	5
29. How would you rate recreational opportunities, parks, and athletic fields?	44	39	12	2	2
30. How would you rate opportunities to attend cultural activities?	23	42	20	7	8
31. How would you rate opportunities to participate in community matters and affairs?	29	47	13	4	6
32. How would you rate traveling by car on York County roads?	7	33	40	19	1
33. How would you rate the overall quality of the natural environment in York County?	30	60	7	2	1
34. How would you rate the overall image or reputation of York County?	47	45	5	2	2

35. Overall, how would you rate the services provided by York County?	Excellent	Good	Fair	Poor	Don't know
	38	53	5	3	0

	Excellent	Good	Fair	Poor	Don't know
38. How would you rate Fire and Rescue Services?	59	30	6	0	5
39. How would you rate the Sheriff's Office and law enforcement?	55	32	9	1	4
40. How would you rate public school buildings and facilities?	37	46	10	2	5
41. How would you rate public school system's instructional programs?	43	38	4	2	12
42. How would you rate youth recreation programs or leagues?	38	39	7	2	15
43. How would you rate adult recreation programs or leagues?	9	29	19	8	35
44. How would you rate the Sports Complex?	42	31	4	8	16
45. How would you rate Senior Center facilities and programs?	17	22	3	3	54
46. How would you rate the Yorktown and Tabb Library facilities?	56	29	4	1	12
47. How would you rate materials and programs offered in the Yorktown and Tabb libraries?	36	36	11	0	17
48. How would you rate services for people who are disadvantaged?	7	15	7	6	64
49. How would you rate trash collection services?	41	42	14	1	2
50. How would you rate residential recycling program?	37	42	14	4	2
51. How would you rate special leaf collection program?	14	31	12	11	32
52. How would you rate special debris collection service (e.g., tree limbs)?	17	35	18	6	23
53. How would you rate stormwater drainage systems and maintenance?	14	40	23	9	14
54. How would you rate efforts to control mosquitoes?	15	49	20	13	4
55. How would you rate the appearance of County government office buildings and their properties?	41	46	2	6	5
56. How would you rate the appearance of major County roads, such as Routes 17, 171, 199, and 143 where the County, not VDOT, mows and maintains the landscaping?	15	39	30	15	1
57. How would you rate enforcement of codes relating to junk vehicles and junkyards?	9	42	17	11	21
58. How would you rate enforcement of codes relating to high grass and weeds, abandoned buildings, and other things that impact the appearance of the community?	14	43	19	11	13

59. In general, do you think York County is getting better, staying the same, or getting worse?	Getting better	Staying the same	Getting worse	Don't know
	49	37	10	5

62. Specifically, what do you think has gotten better in York County? (Multiple responses allowed.) (Shows all responses over 15%.)	Quality of County services / facilities	Appearance of the County	Traffic	Recreation facilities	Quality of life in general	Residential development
	35	22	21	20	18	17

66. Specifically, what do you think has gotten worse? (Multiple responses allowed.) (Shows all responses of 15% or more.)	Quality of County services / facilities	Residential development	County use of taxes	Development in general	Appearance of York County	Schools
	47	37	37	20	16	15

	Too much	About the right amount	Too little	Don't know
68. In your opinion, was the amount of new residential construction* in York County in the past 5 years too much, about the right amount, or too little?	29	55	7	9
69. In your opinion, was the amount of new commercial construction* in York County in the past 5 years too much, about the right amount, or too little?	21	59	11	10

*In the previous survey, the wording was "...amount of residential development..." or "...commercial development..."; in the 2015 survey, the wording was "...amount of new residential construction..." and "...new commercial construction..."; it is not known how much effect the wording change had on this year's results.

	Strongly agree	Moderately agree	Moderately disagree	Strongly disagree	Neither / Don't know
71. Before the County makes important decisions, citizens who want to be heard have an opportunity to express their opinions.	41	35	5	3	15
72. If I inform the County about how I feel on an issue, my opinion will be taken into consideration before a decision is made.	24	38	8	8	22
73. York County, in general, is a safe place to live.	73	26	0	1	0

76. Next, I would like to know if you have visited or participated in any activities at any of the following in York County in the past 12 months? How about...?	Yorktown or Tabb Libraries	Activities and Events at Riverwalk Landing	Other County parks / athletic fields	Sports Complex	Senior Center	None of these
	74	62	49	44	8	8

77. Have you had any personal interaction with a York County employee in the past 12 months in person, by telephone, by e-mail, or by mail*?	Yes	No	Don't know
	55	44	1

*The previous survey did not include "in person, by telephone, by e-mail, or by mail" in the question; this extra information was only provided in the previous survey if the respondent asked.

78. In general, how would you rate the quality of your interaction with a York County employee in the past 12 months?	Excellent	Good	Fair	Poor
	57	40	1	2

	Strongly agree	Moderately agree	Moderately disagree	Strongly disagree	Neither / Don't know
80. Do you agree or disagree that the York County employee(s) you had interaction with in the past 12 months was(were) responsive?	87	10	1	2	1
81. Do you agree or disagree that the York County employee(s) you had interaction with in the past 12 months was(were) courteous?	89	7	2	1	1
82. Do you agree or disagree that the York County employee(s) you had interaction with in the past 12 months was(were) knowledgeable?	86	8	2	1	3

85. From which of the following sources do you get information about County services, programs, and/or government affairs?	Citizen News	County govt. web site	WYCG – Channel 46	WCSD – Channel 47	None of these
	60	57	21	19	9

Note: these questions asked only of those who used the source.

	Excellent	Good	Fair	Poor	Don't know
87 How would you rate the quality of WYCG – Channel 46 (government)?	40	46	13	0	2
88. How would you rate the quality of WCSD – Channel 47 (schools)?	47	43	9	0	0
89. How would you rate the quality of the County government web site?	28	60	11	0	1
90. How would you rate the quality of the County's newsletter called "Citizen News"?	46	49	5	0	0

93. How many years have you lived in York County?	5 years or less	6 to 10 years	11 to 15 years	16 to 20 years	More than 20 years	Don't know
	18	24	19	9	29	1

96. How likely are you to be living in York County 5 years from now?	Very likely	Somewhat likely	Not at all likely	Don't know
	63	23	9	5

97. Do you rent or own your current place of residence?	Rent	Own	Refused
	11	86	2

97. Do you consider your place of residence to be an apartment or condominium, a townhouse, a single-family home, a mobile home, or none of these?	Apartment / condominium	Townhouse	Single-family home	Mobile home
	6	6	87	1

100. Do you have Internet access in your home?	Yes	No	Don't know
	95	4	1

101. Is anyone in your household on active military duty or a military retiree?	Yes	No	Don't know
	43	56	1

102. How many children, age 17 or younger, do you have living in your household?	None	1 child	2 children	More than 2 children
	49	19	21	10

107. [Is/Are] the [child/children] living in your household currently attending public school or private / parochial school in York County?	Public	Private / parochial	Both	Don't know / children too young
	87	7	3	3

108. [Has/Have] the [child/children] living in your household participated in any youth recreation programs or leagues in York County in the past 12 months?	Yes	No	Don't know
	48	51	1

109. Are you currently registered to vote in York County?	Yes	No	Don't know / refused
	89	11	1

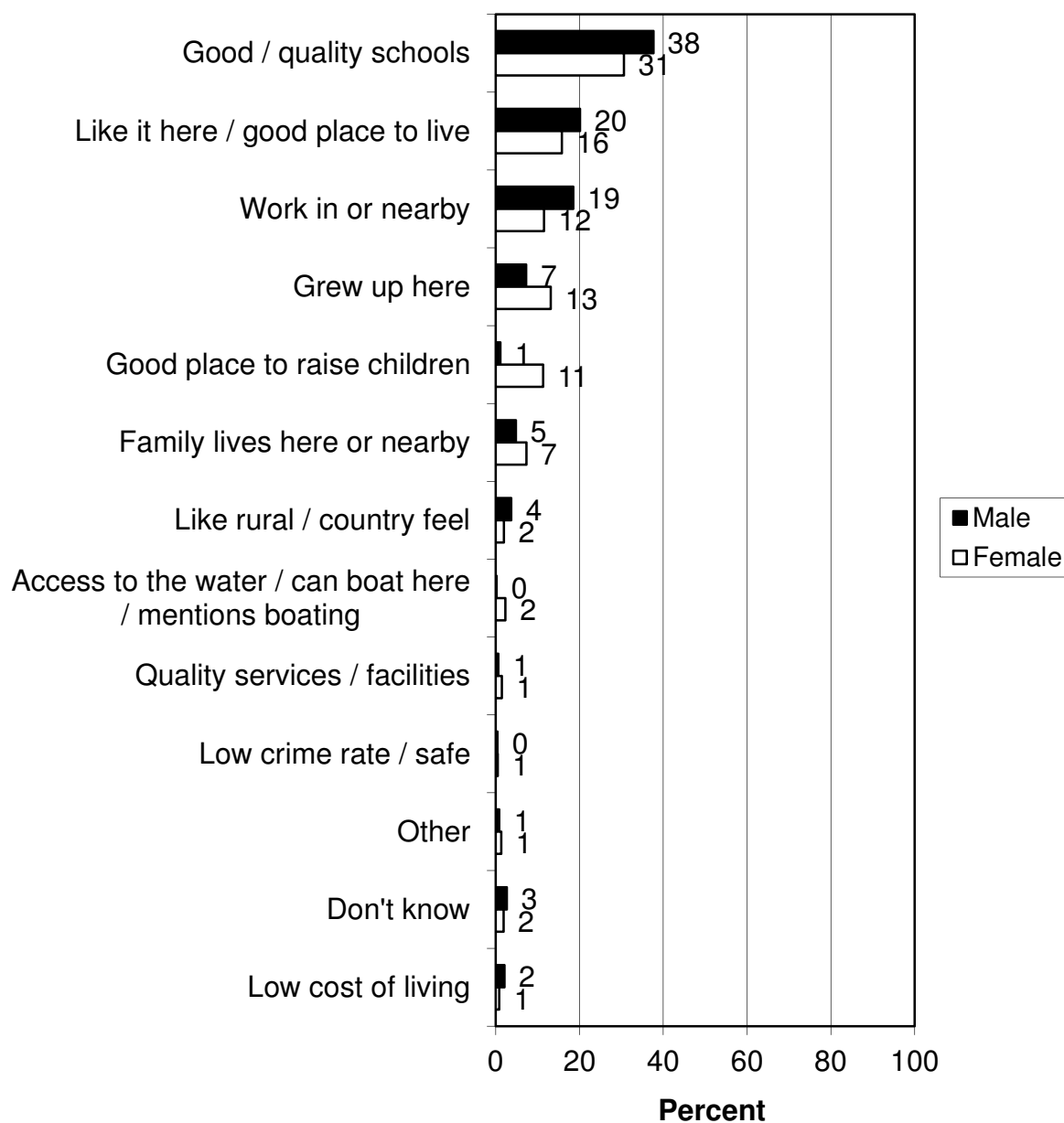
111. What races or ethnic backgrounds do you consider yourself? Please mention all that apply.	White	Non-white	Refused
	82	14	4

114. May I ask your age?	18-24	25-34	35-44	45-54	55-64	65 and older	Don't know / refused
	11	14	17	23	15	15	4

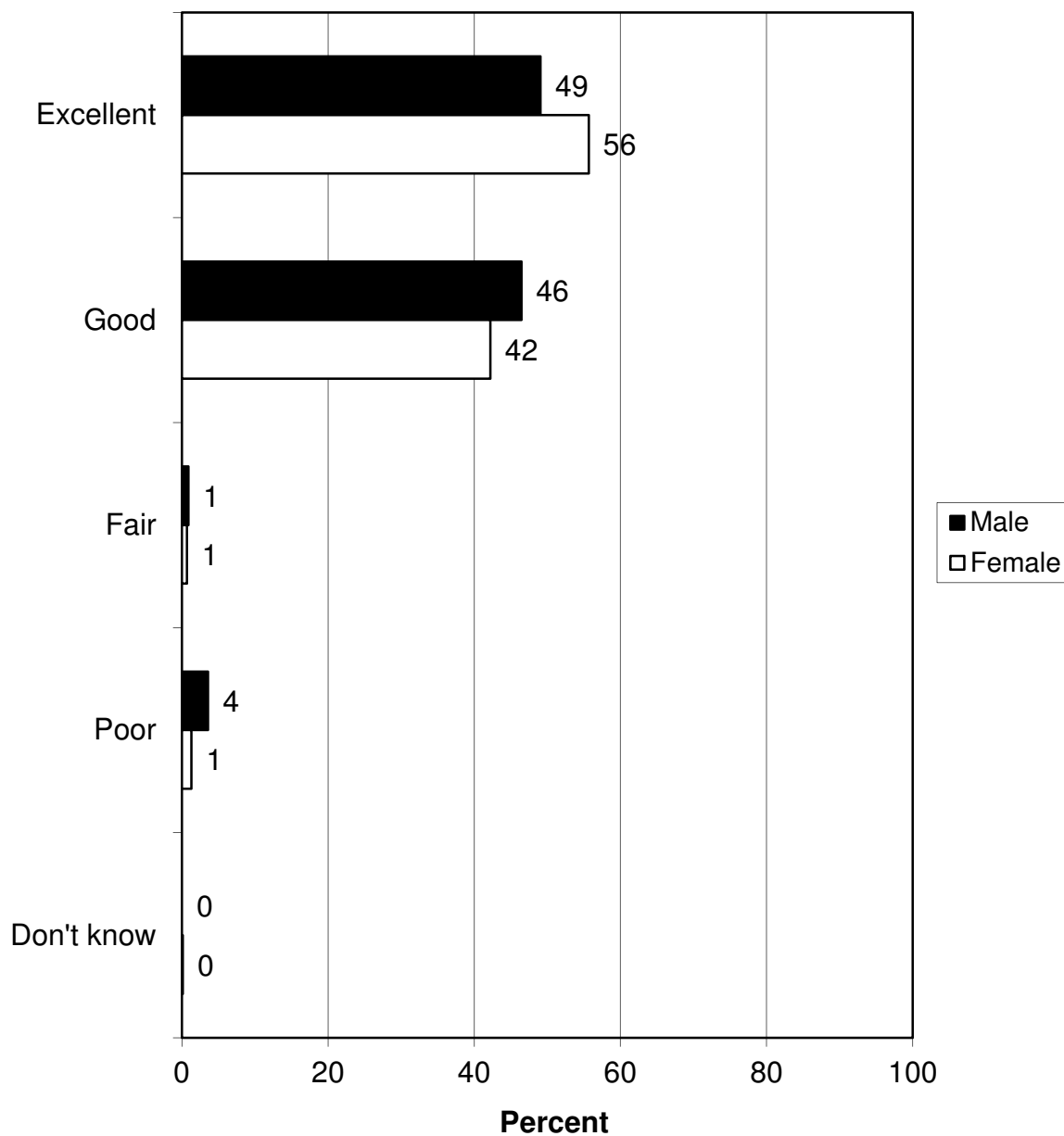
120. Observe and record respondent's gender.	Male	Female
	48	52

APPENDIX A: CROSSTABULATIONS BY GENDER

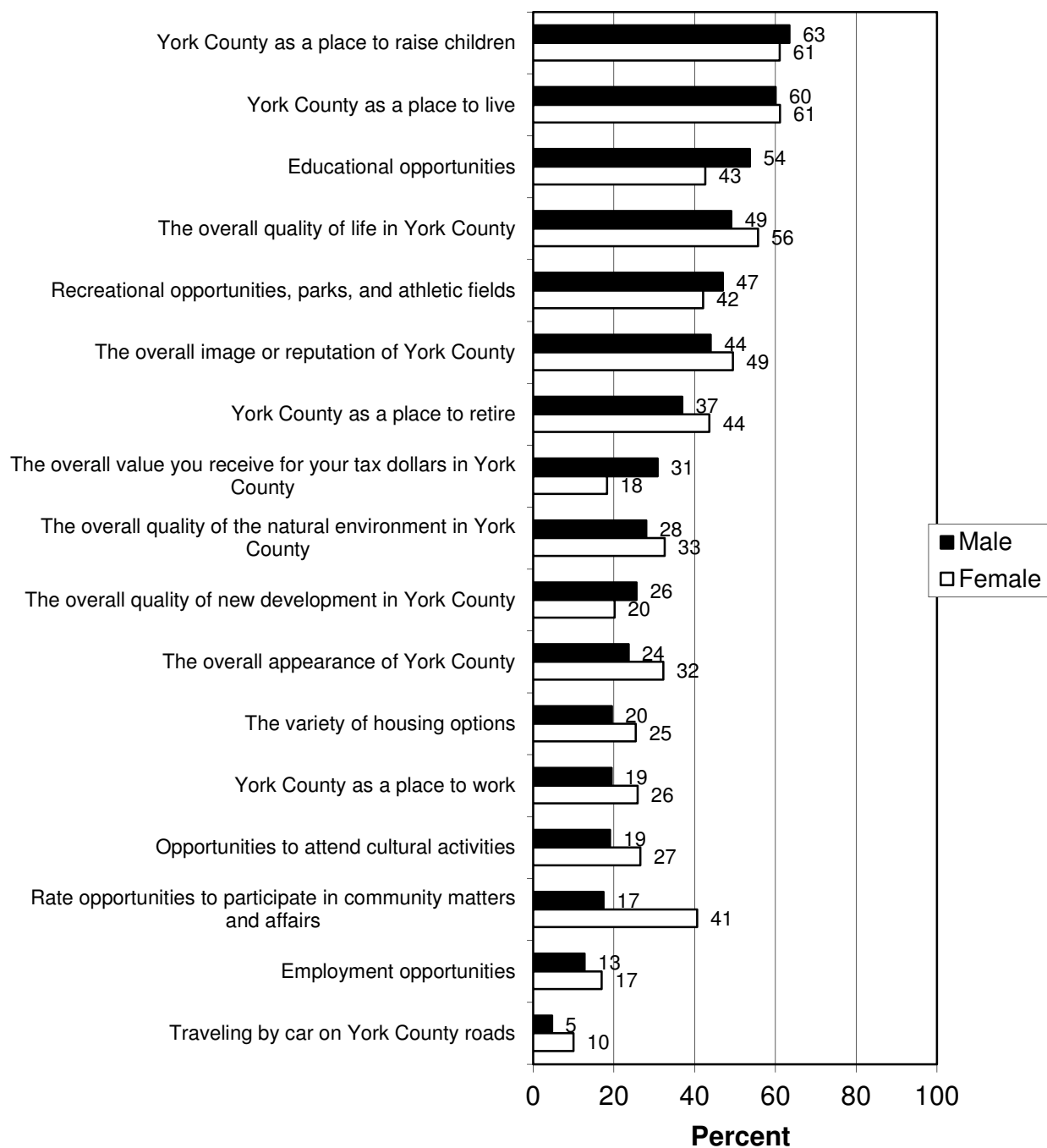
Q14. First, what is the single main reason you live in York County?



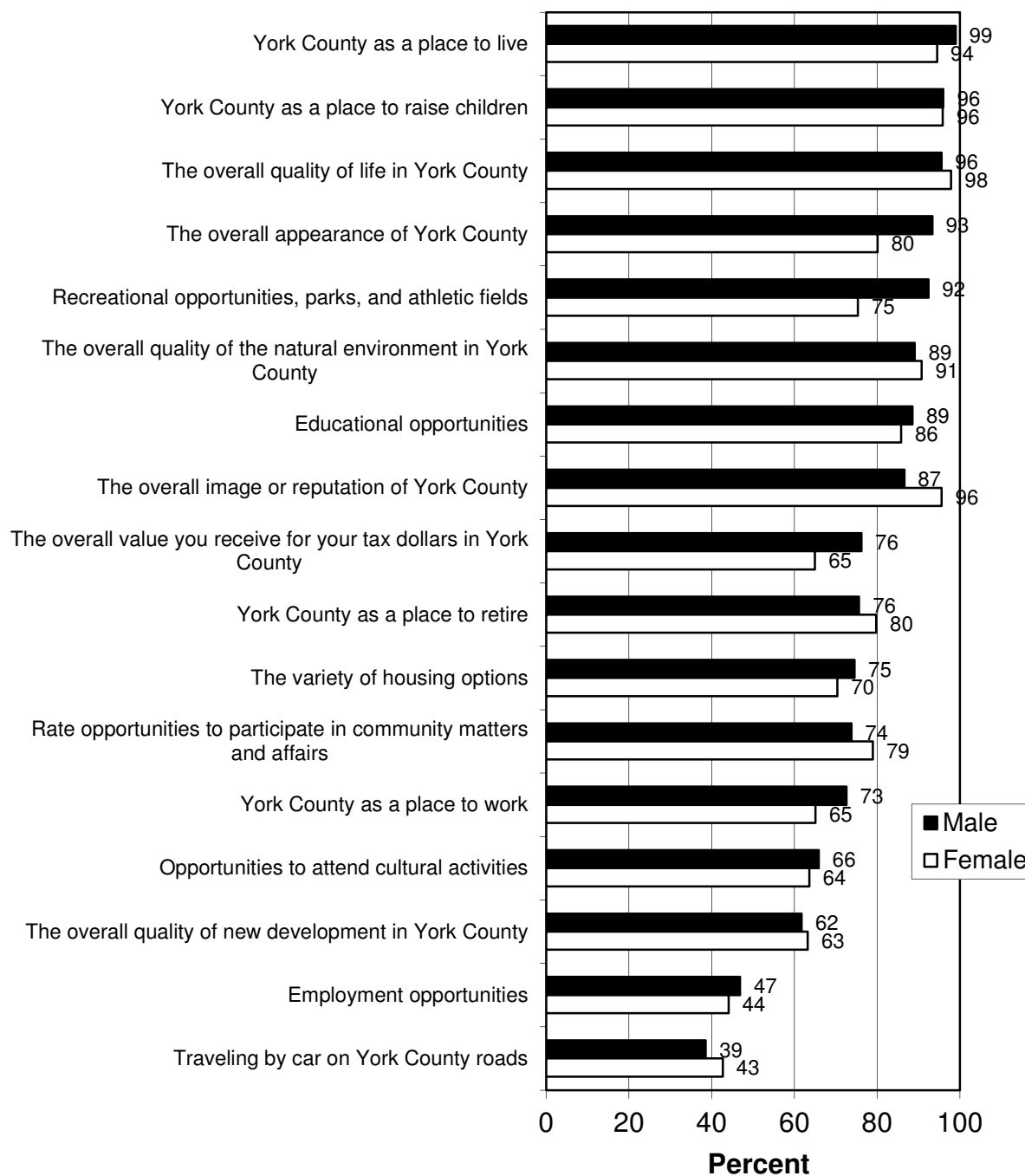
Q17. How would you rate overall quality of life in York County?



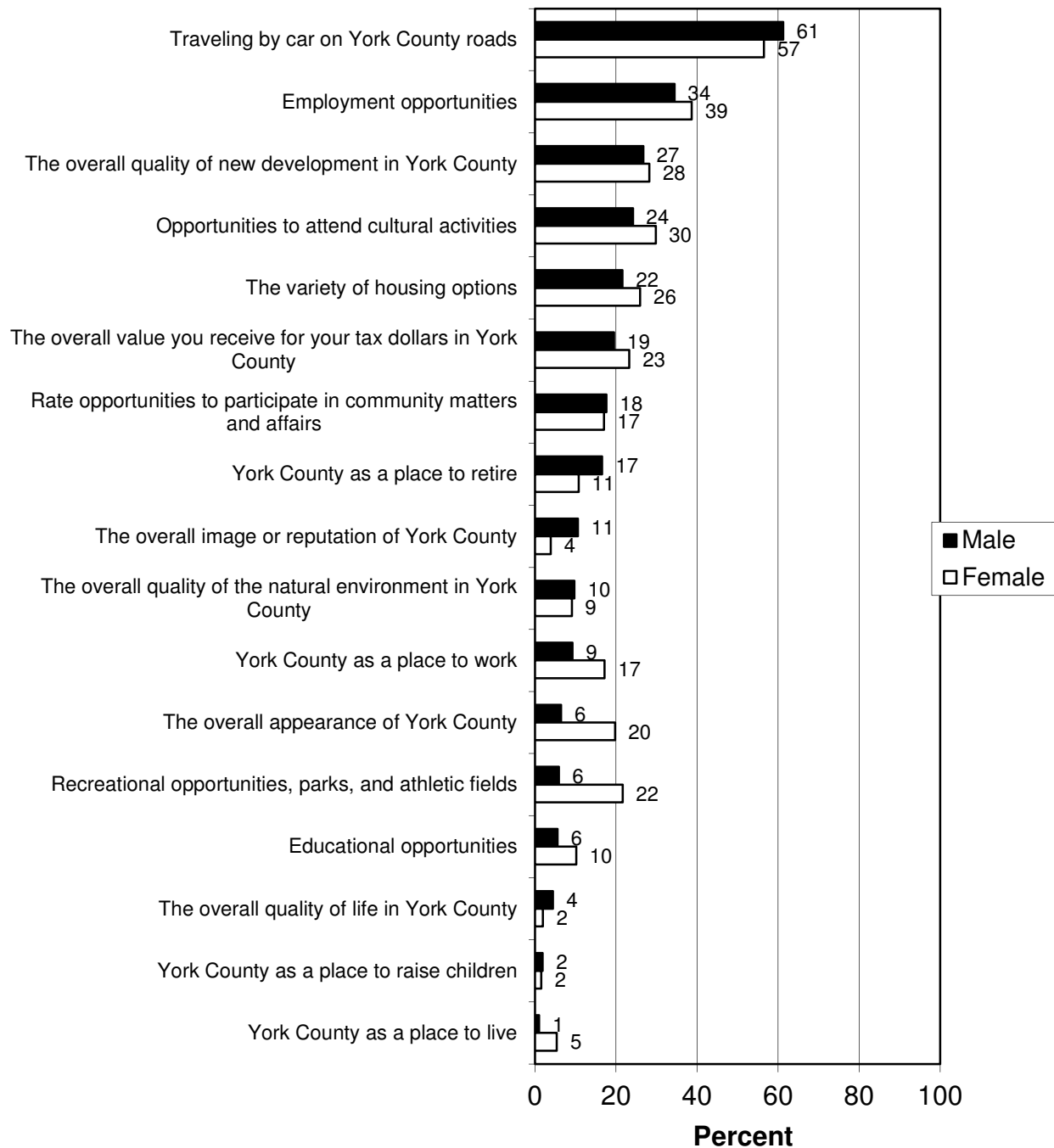
Q17-Q34. Percent who rated the following in York county as excellent.



Q17-Q34. Percent who rated the following in York county as excellent or good.



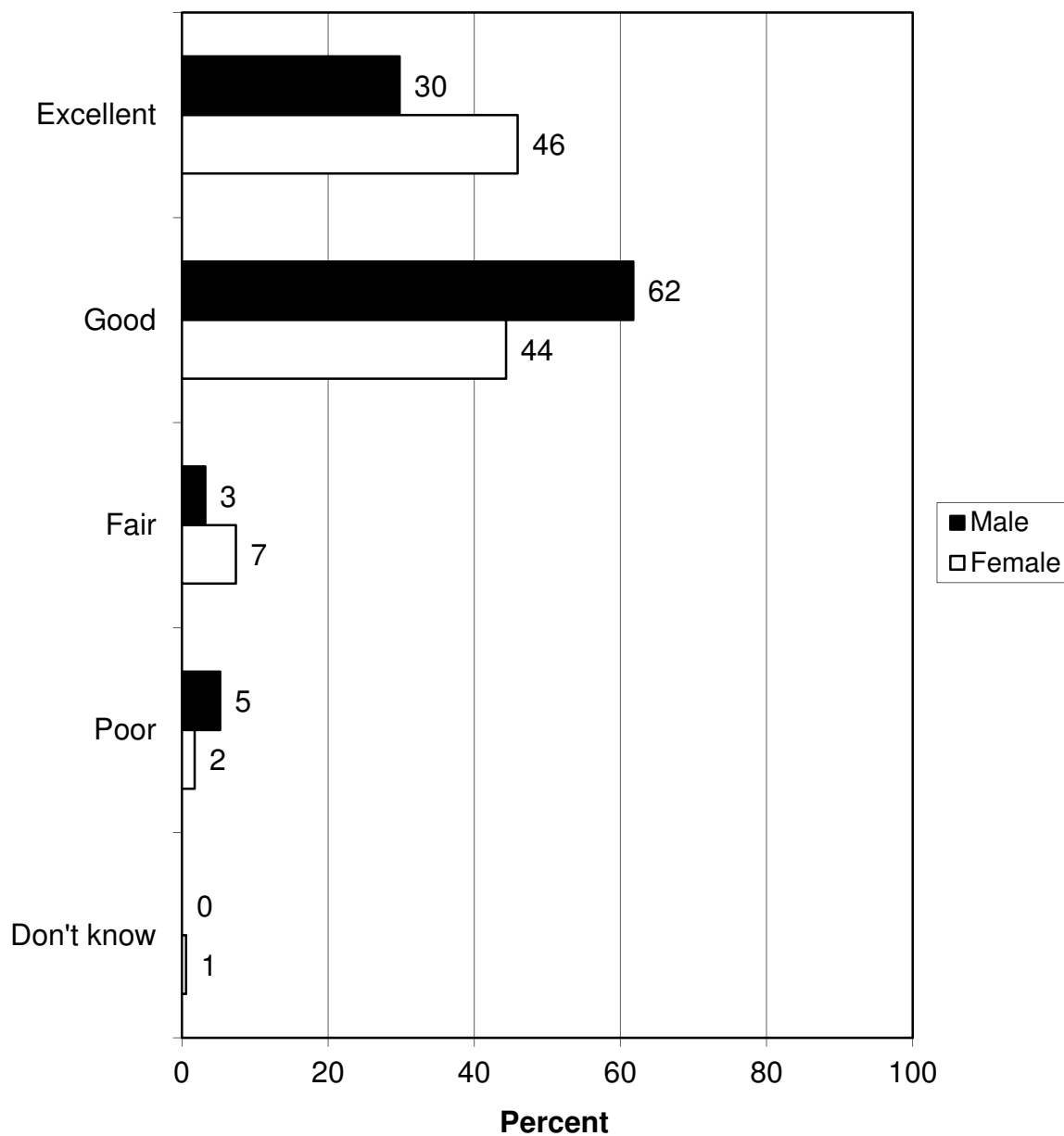
Q17-Q34. Percent who rated the following in York county as fair or poor.



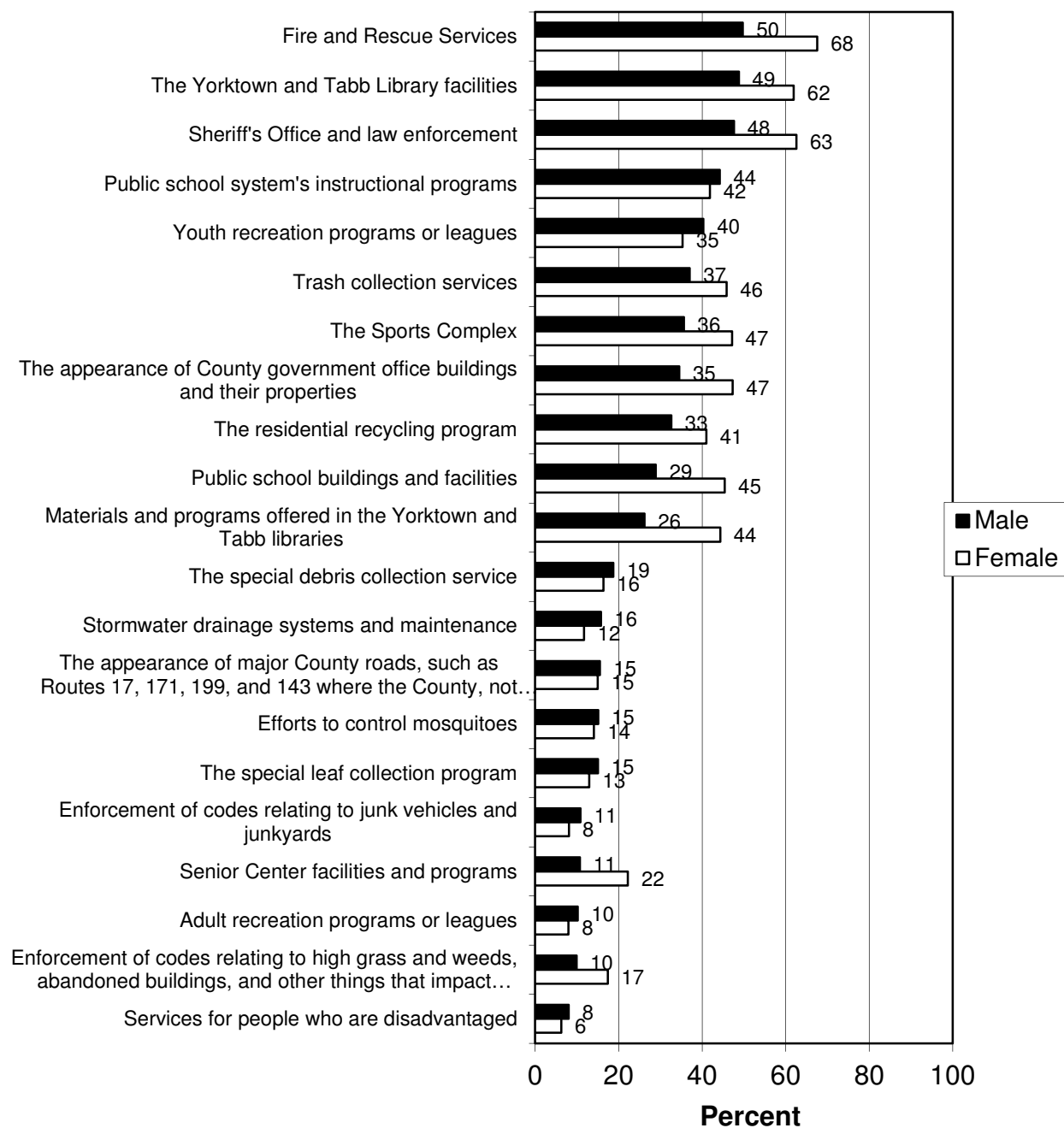
Q17-Q34. Percent who rated the following in York county as poor.



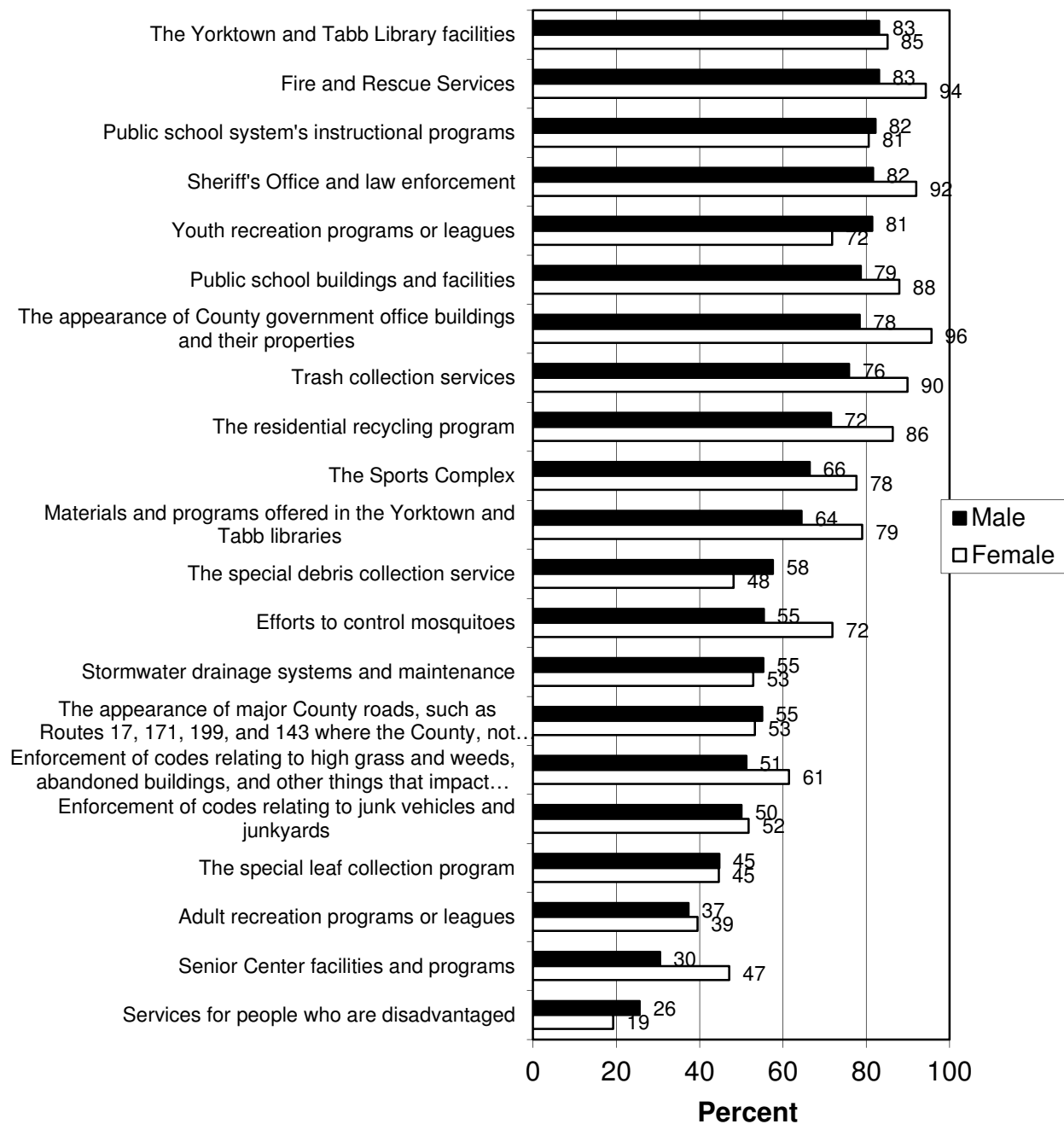
Q35. Overall, how would you rate the services provided by York County?



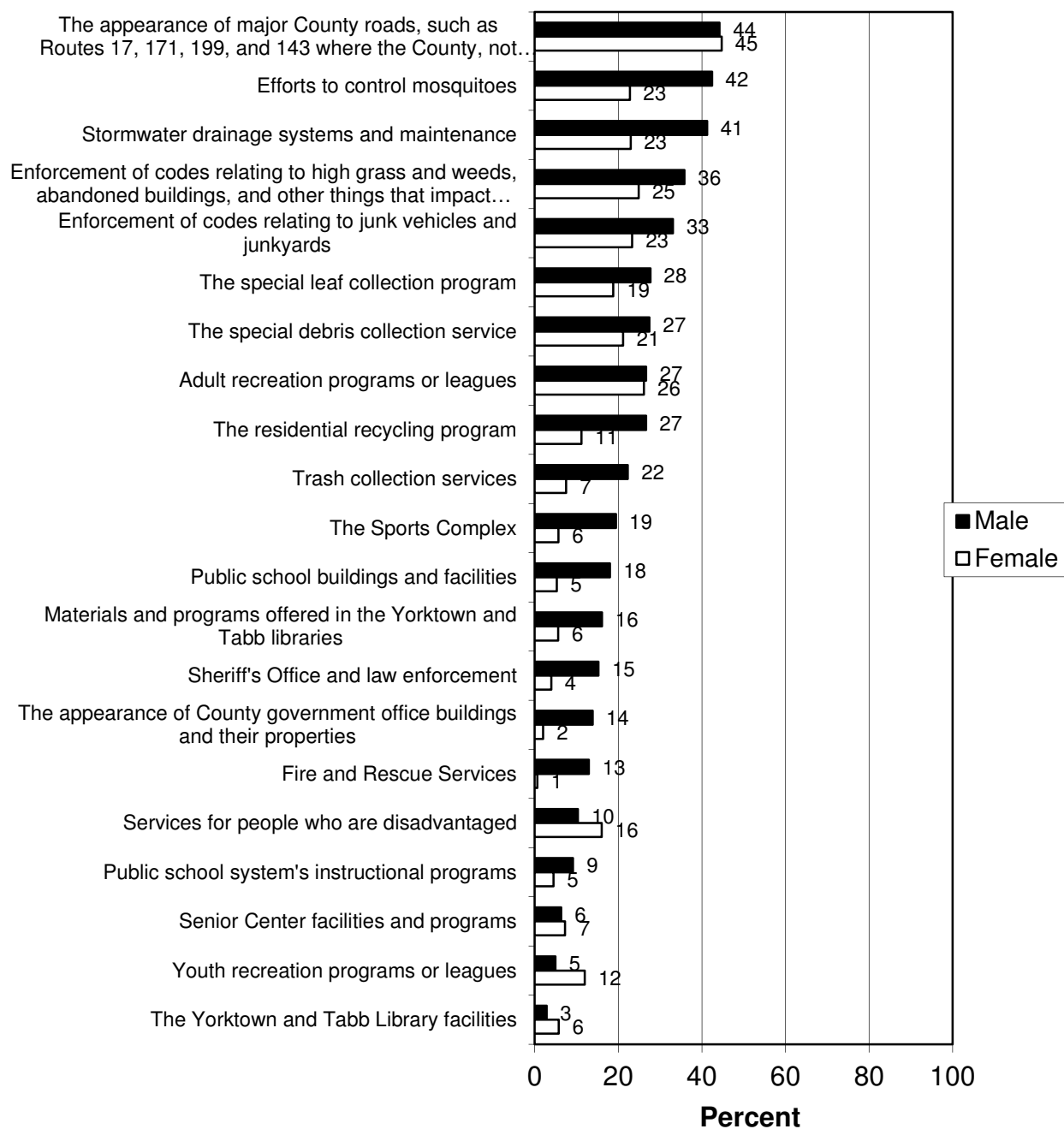
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as excellent.



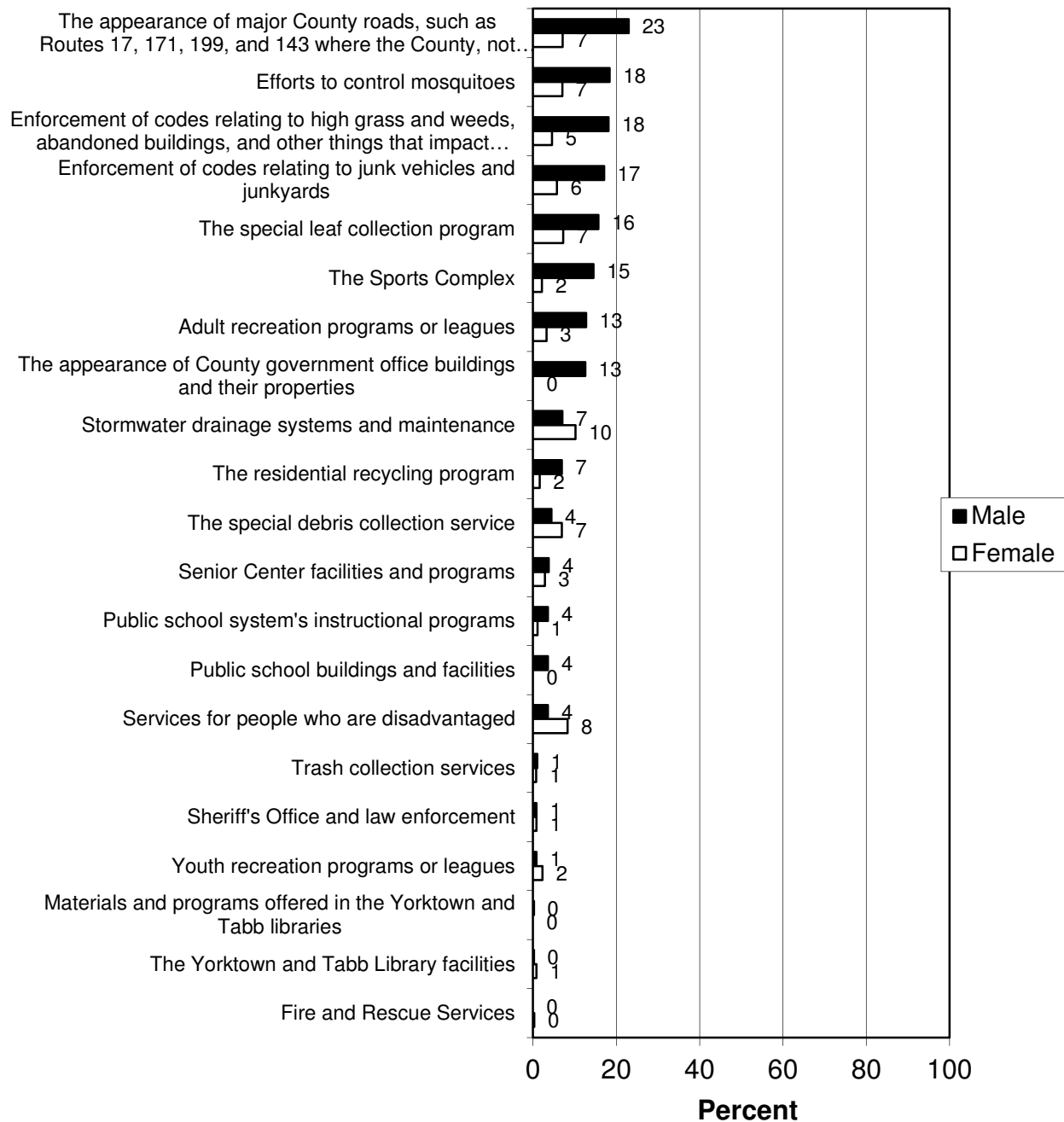
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as excellent or good.



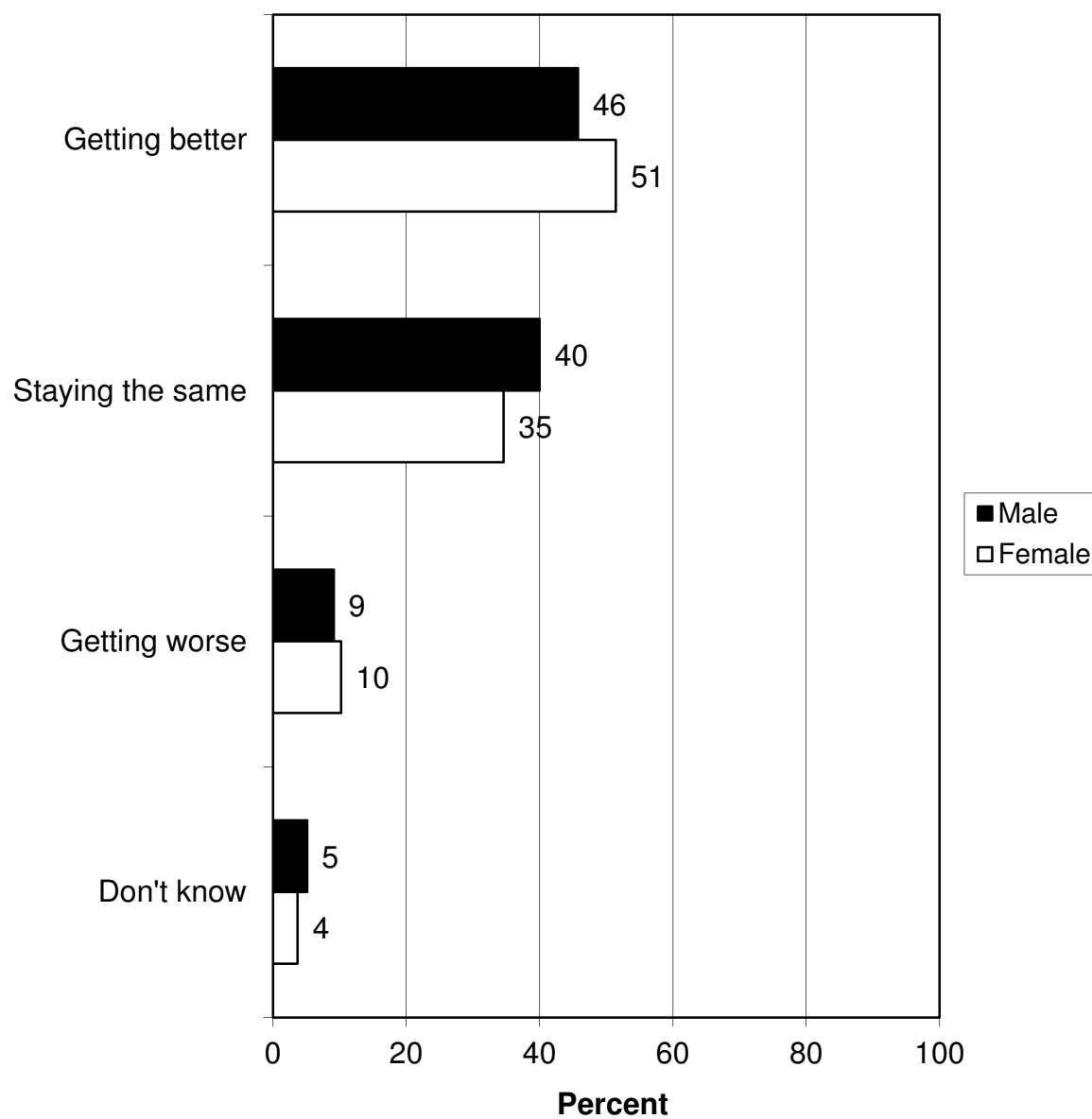
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as fair or poor.



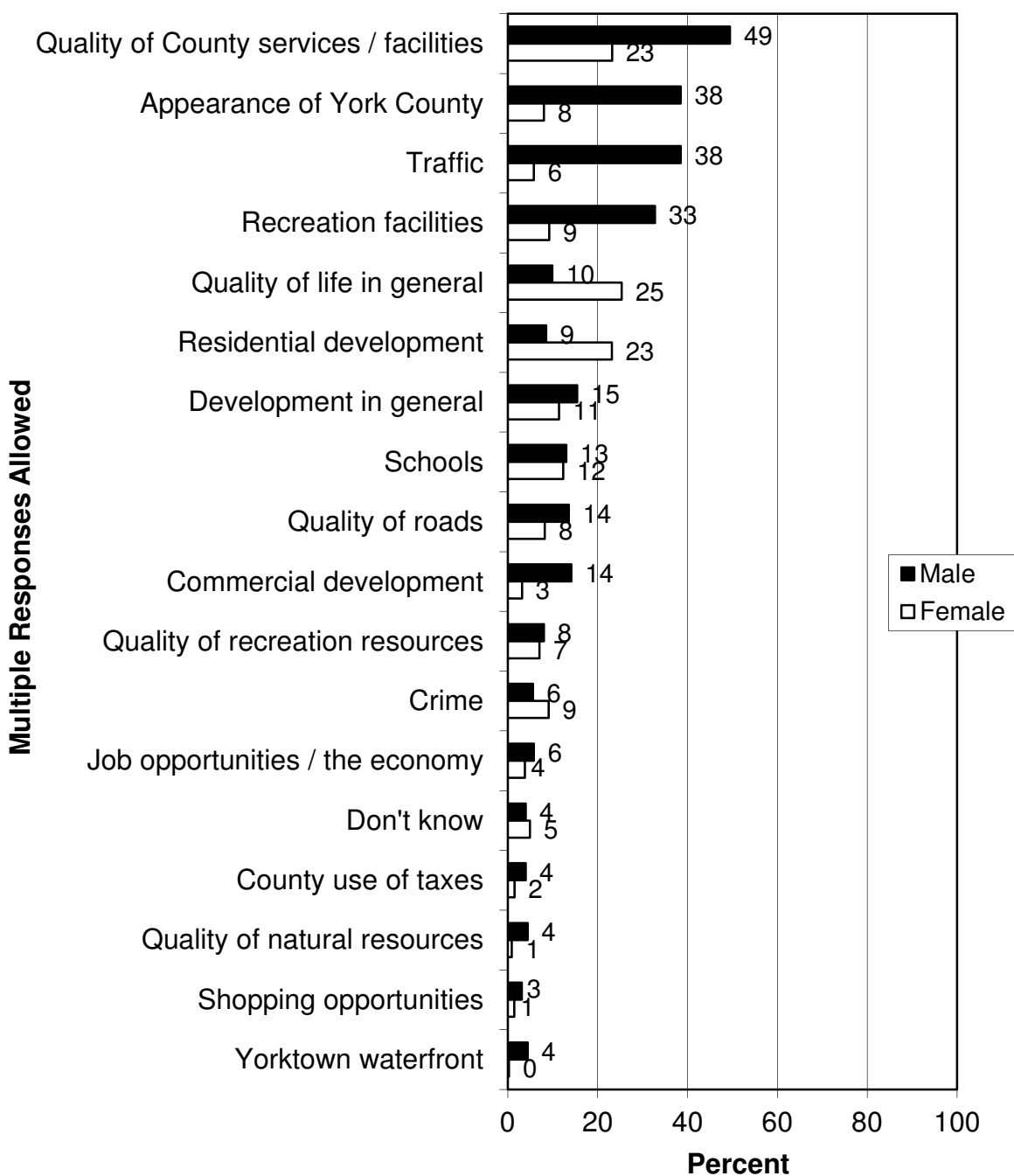
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as poor.



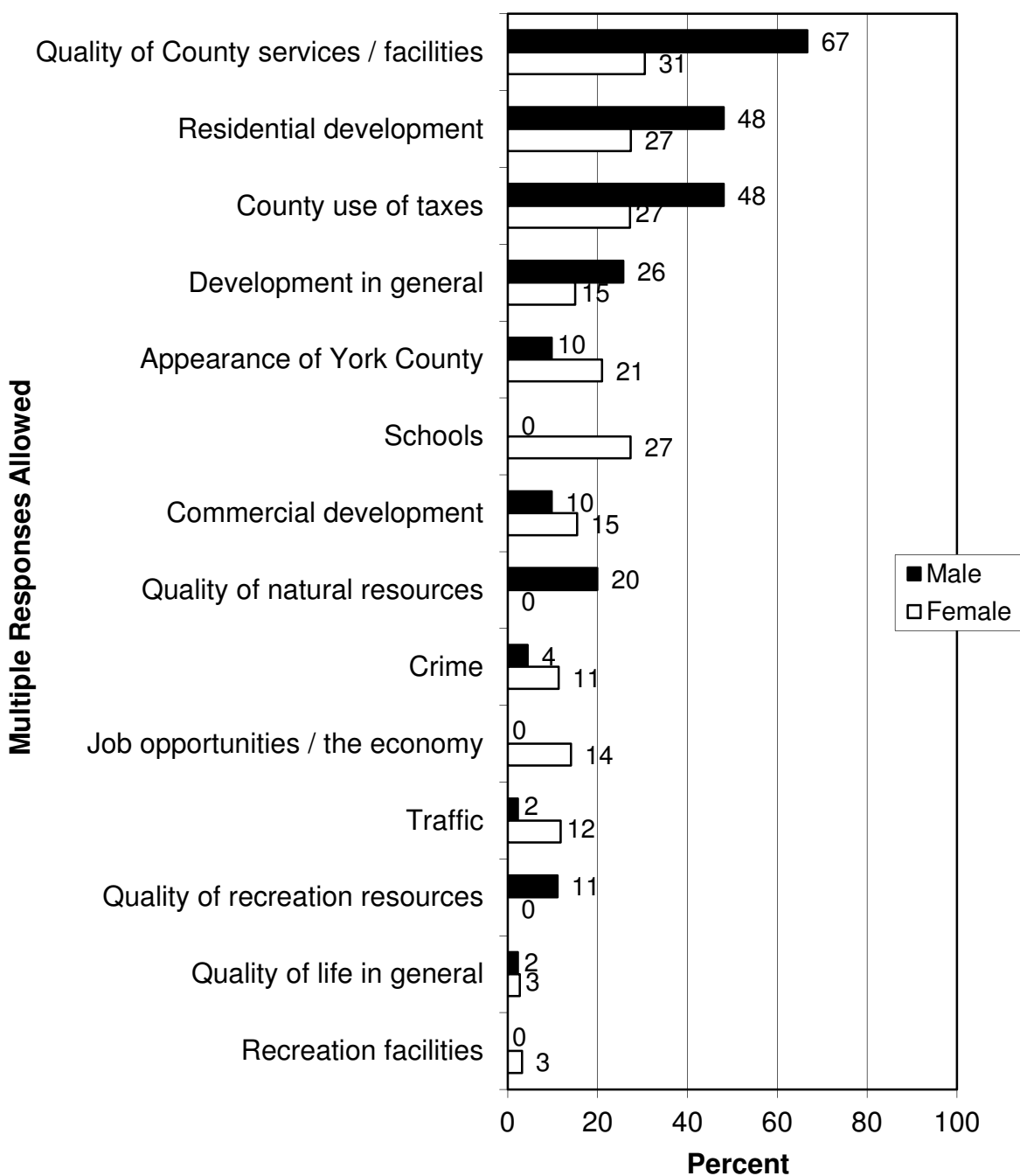
Q59. In general, do you think York County is getting better, staying the same, or getting worse?



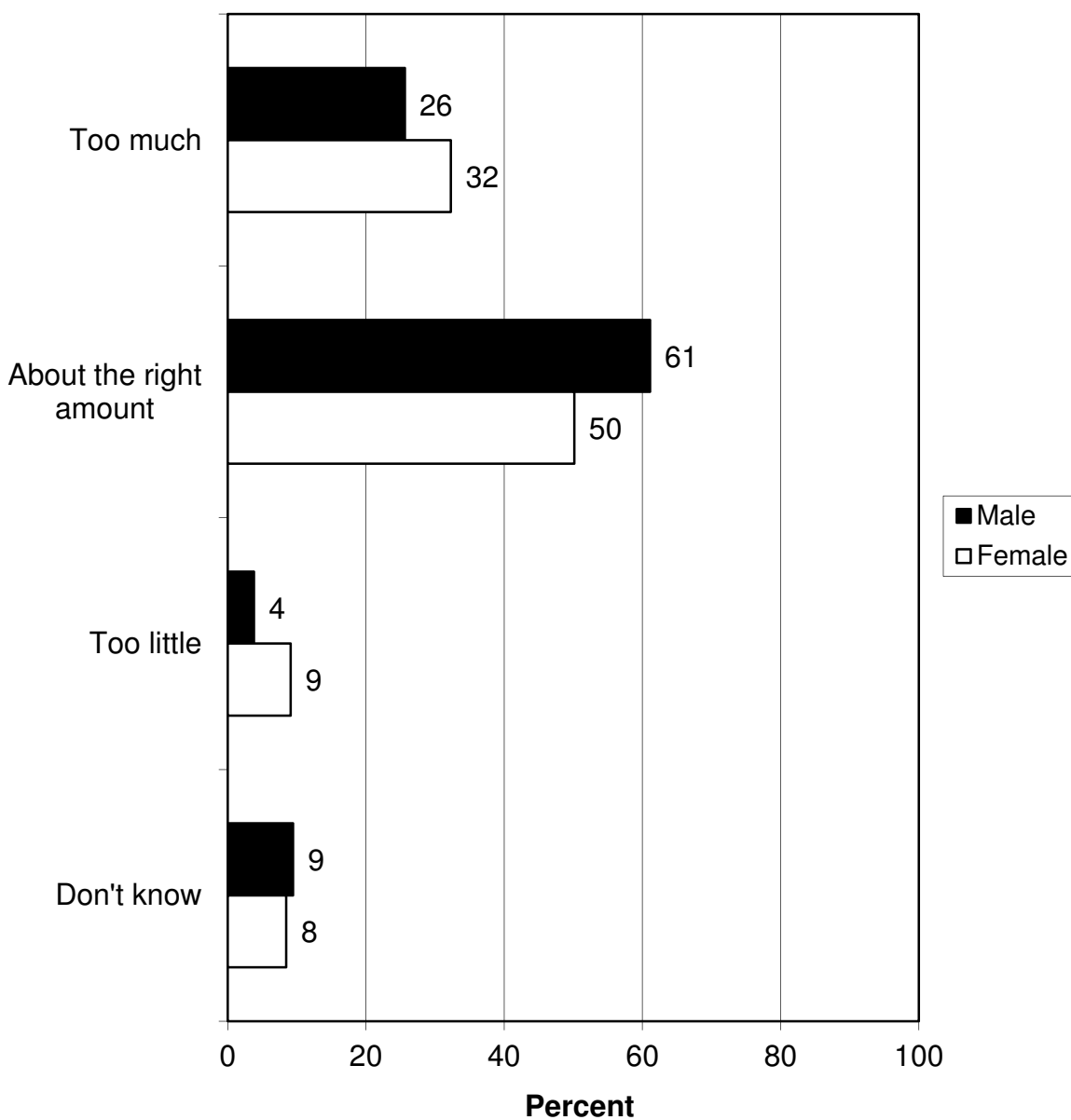
Q62. Specifically, what do you think has gotten better? (Asked of those who think York County is getting better in general.)



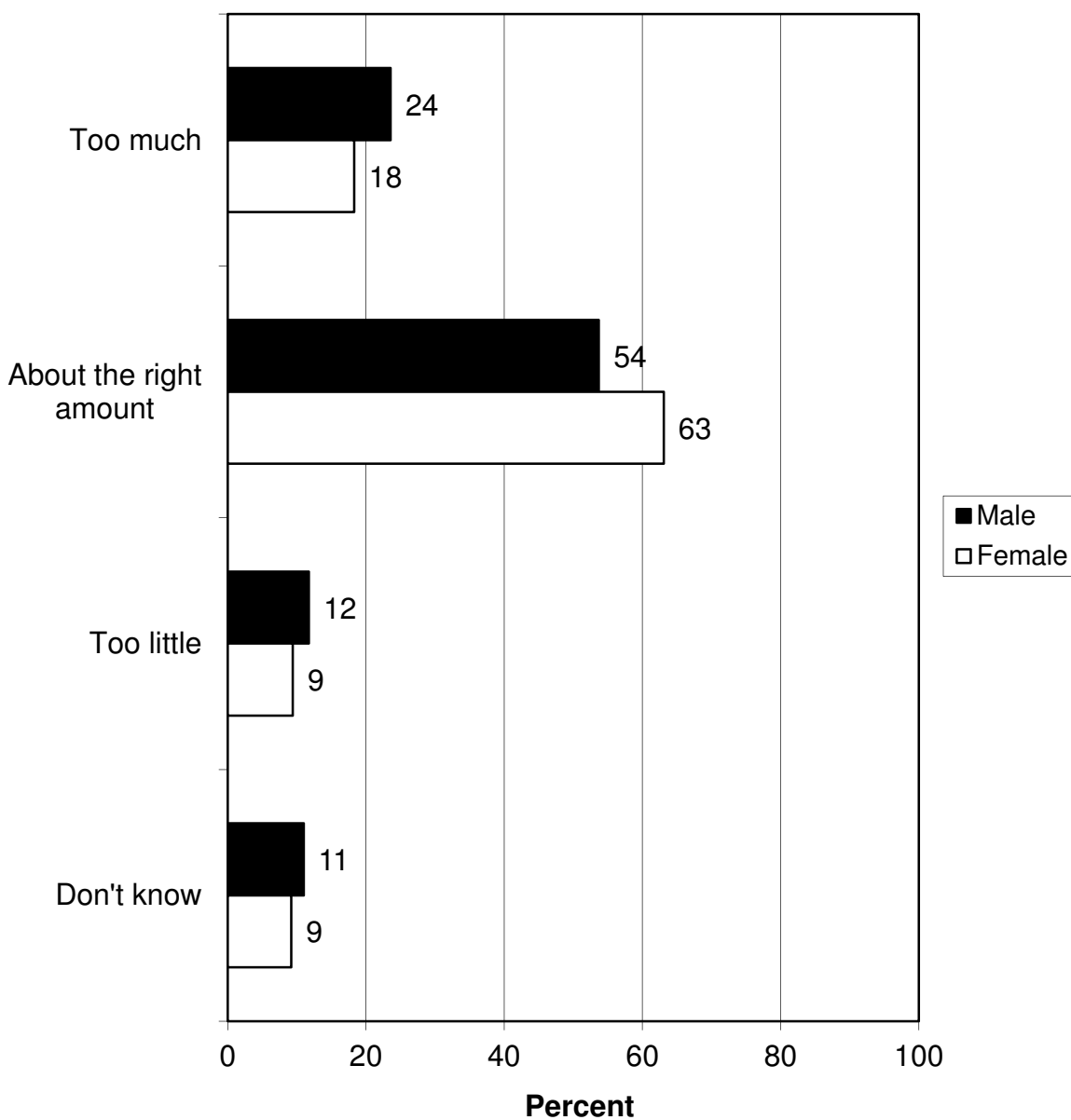
Q66. Specifically, what do you think has gotten worse? (Asked of those who think York County is getting worse in general.)



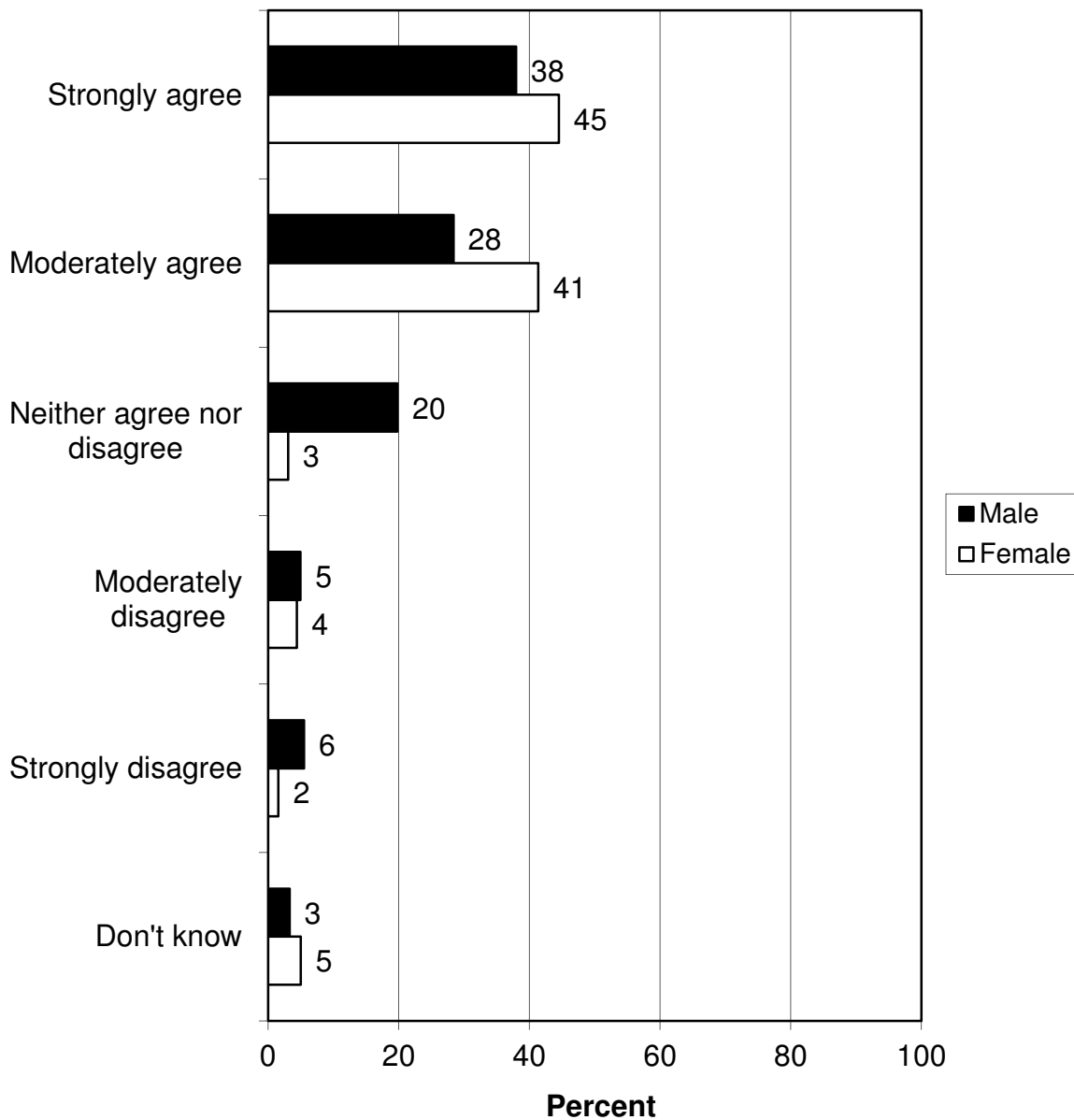
Q68. In your opinion, was the amount of new residential construction in York County in the past 5 years too much, about the right amount, or too little?



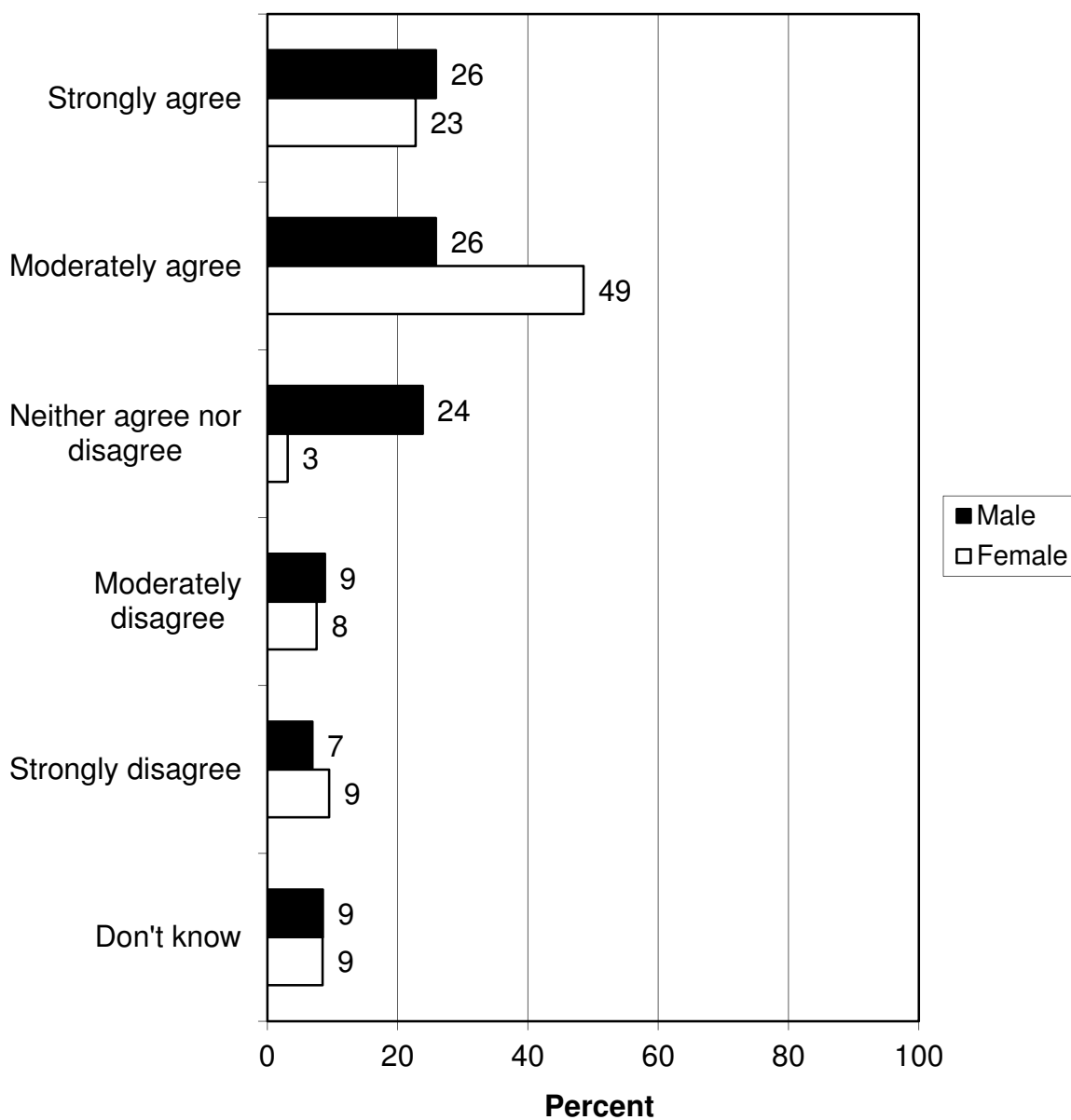
Q69. In your opinion, was the amount of new commercial construction in York County in the past 5 years too much, about the right amount, or too little?



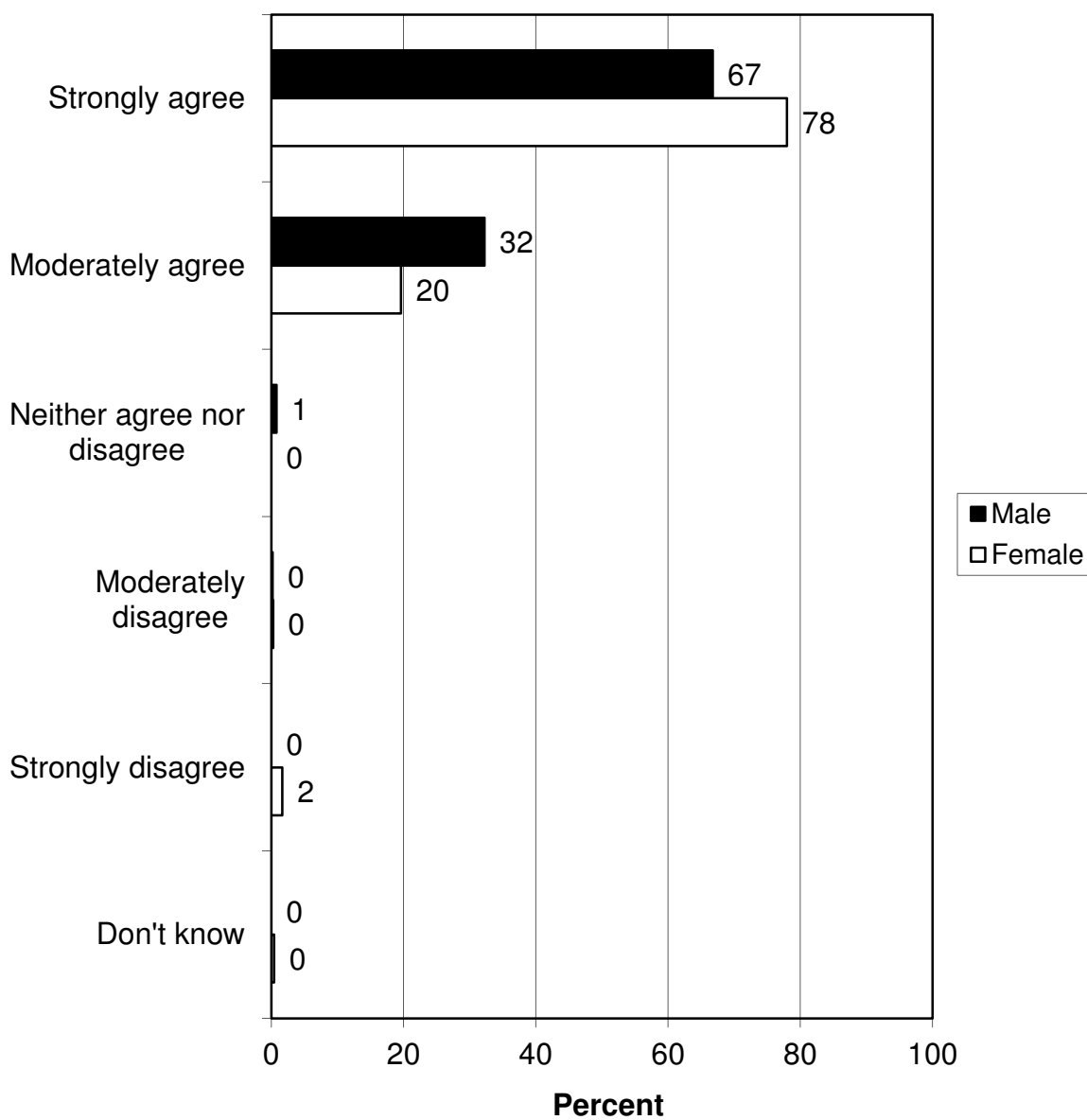
Q71. Before the County makes important decisions, citizens who want to be heard have an opportunity to express their opinions. (Do you agree or disagree with this statement?)



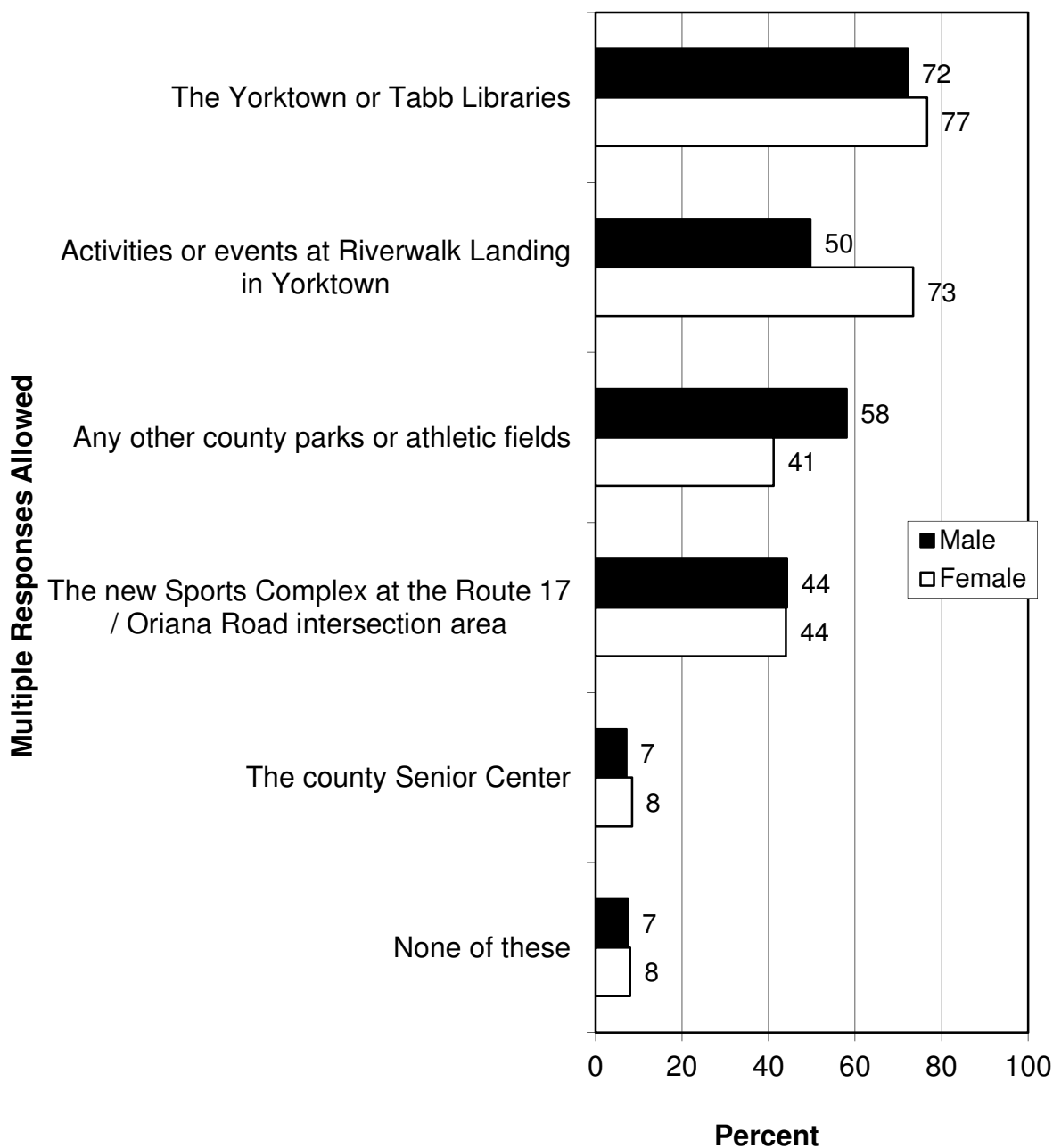
Q72. If I inform the County about how I feel on an issue, my opinion will be taken into consideration before a decision is made. (Do you agree or disagree with this statement?)



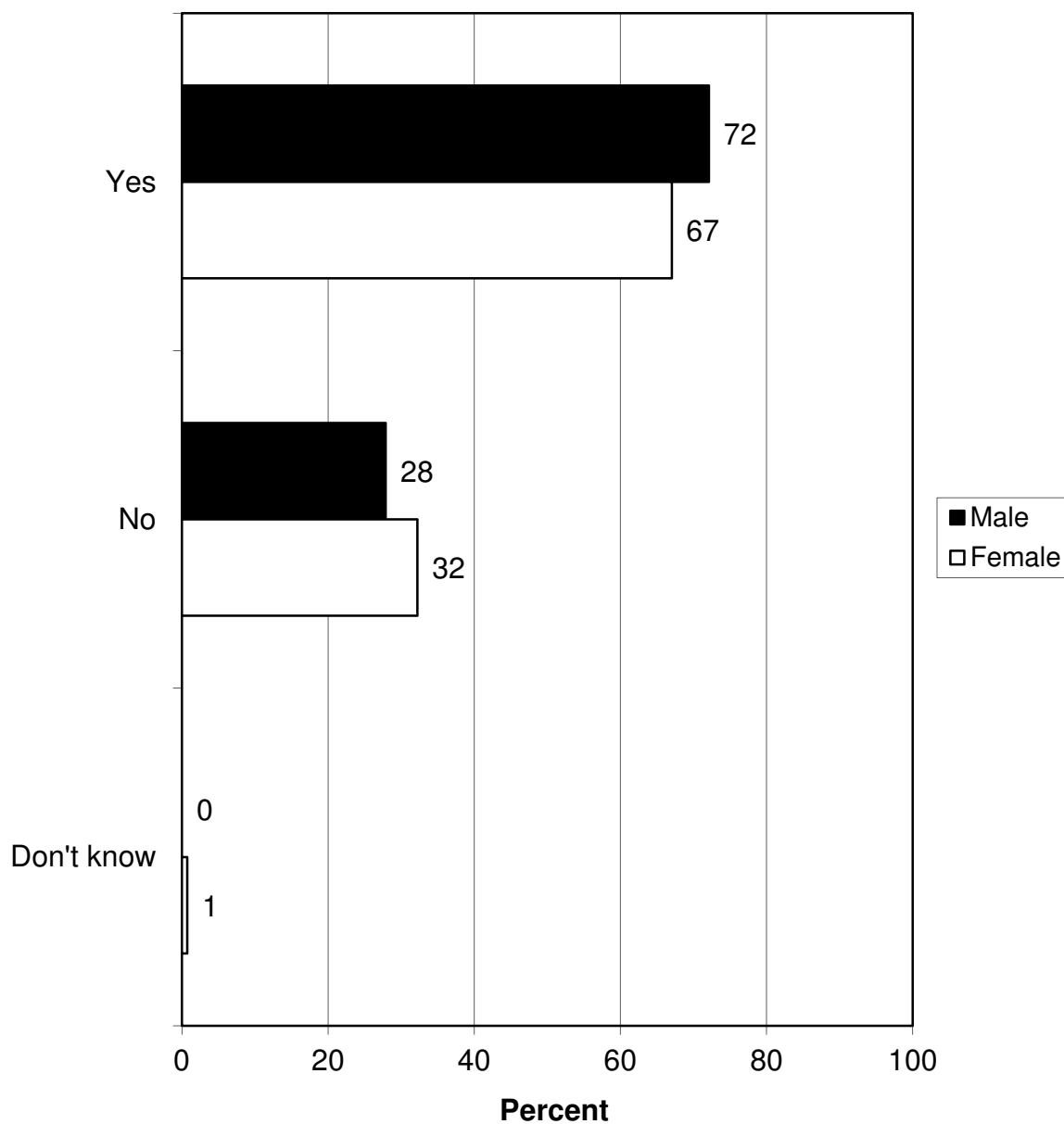
Q73. York County, in general, is a safe place to live. (Do you agree or disagree with this statement?)



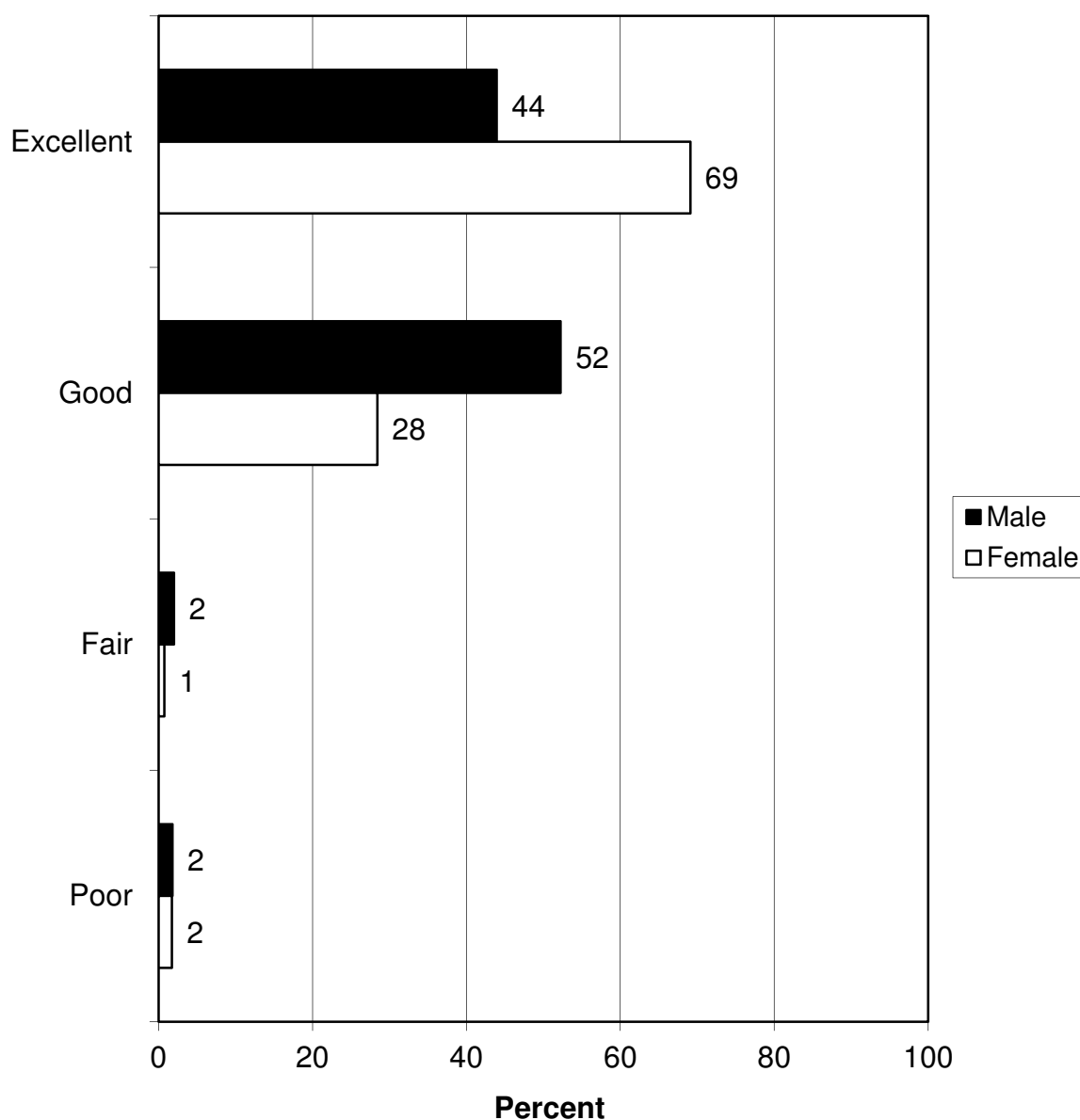
Q76. Next, I would like to know if you have visited or participated in any activities at any of the following in York County in the past 12 months? How about...?



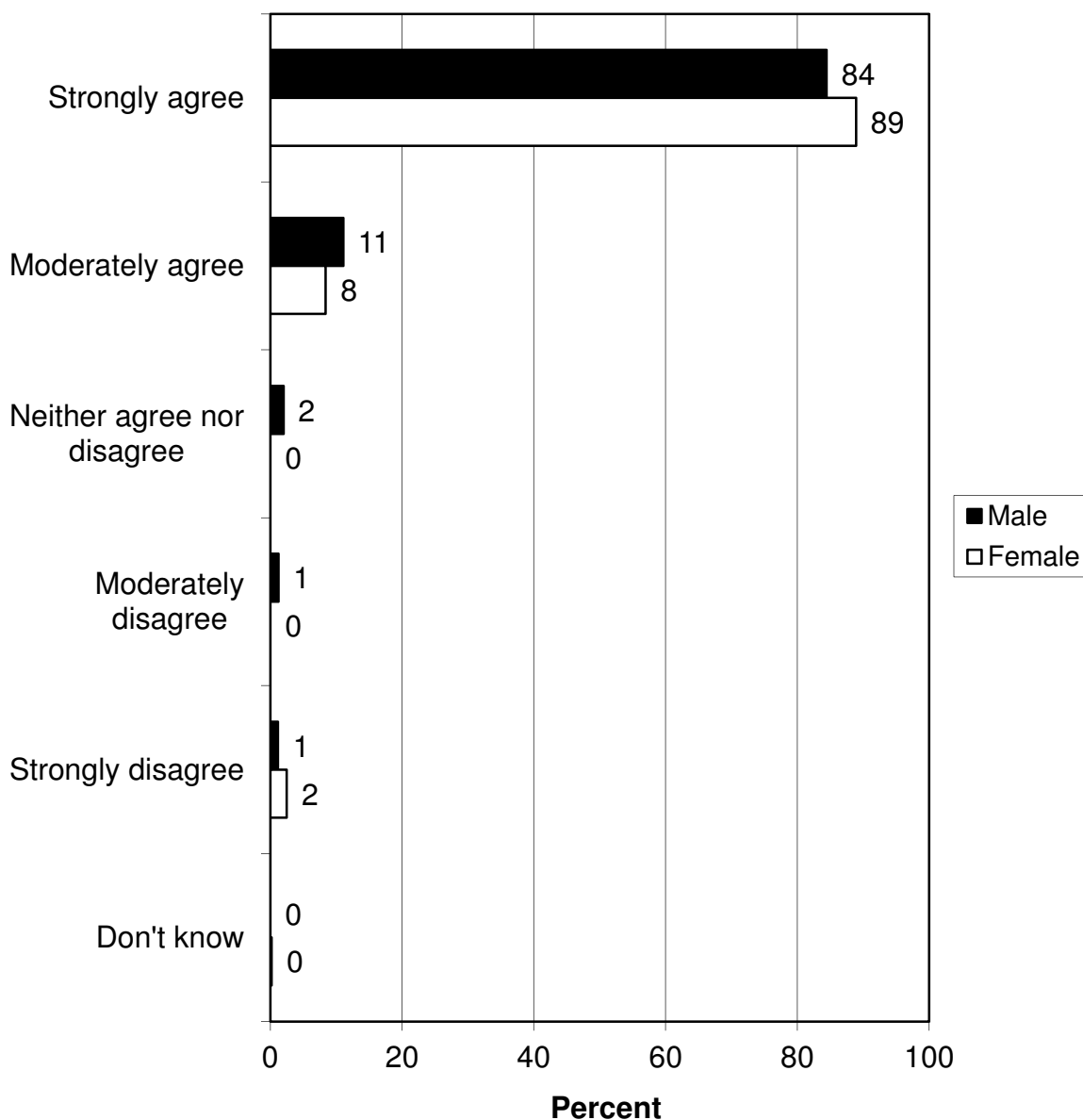
Q77. Have you had any personal interaction with a York County employee in the past 12 months in person, by telephone, by e-mail, or by mail?



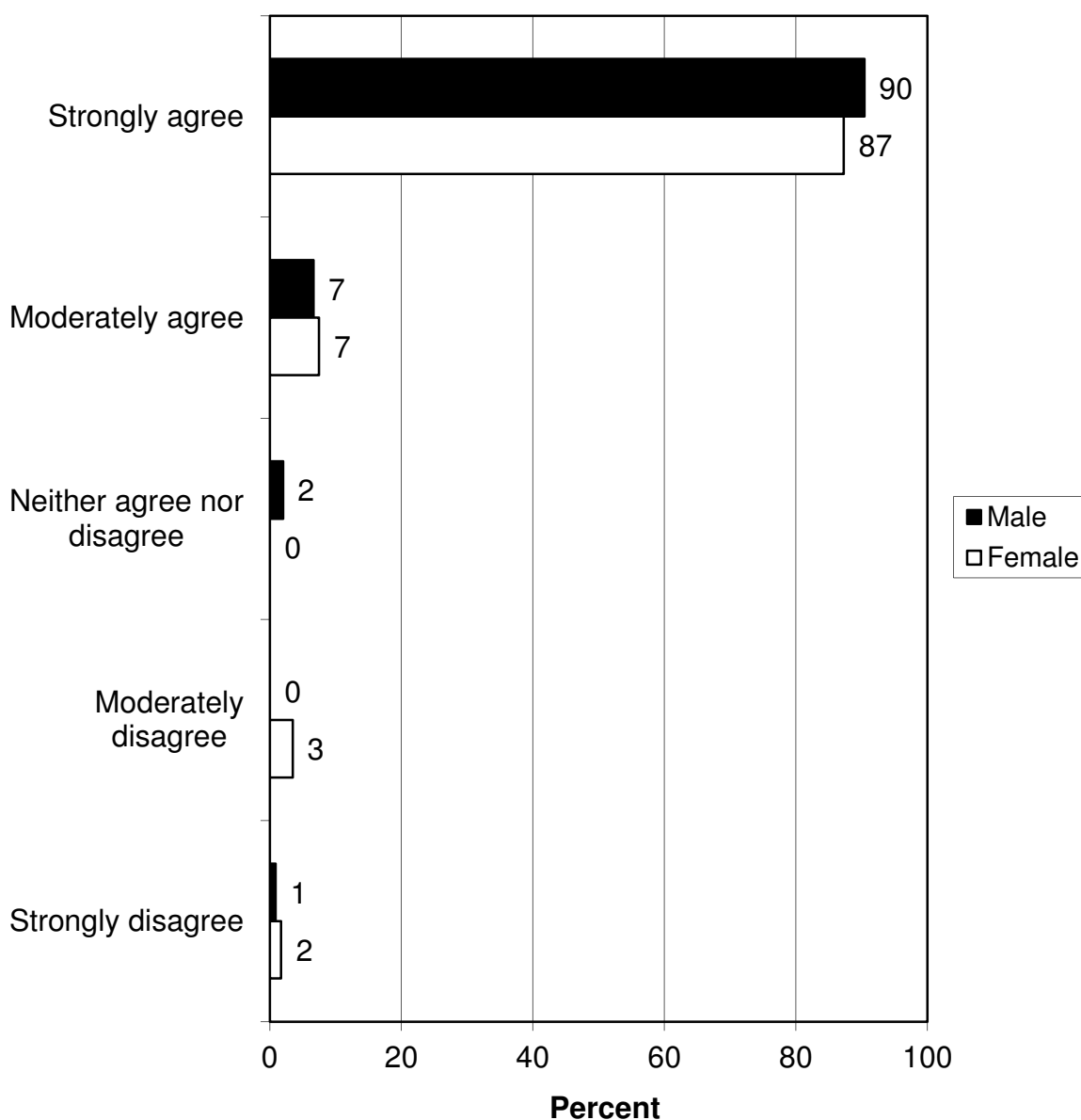
Q78. In general, how would you rate the quality of your interaction with York County employees in the past 12 months? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)



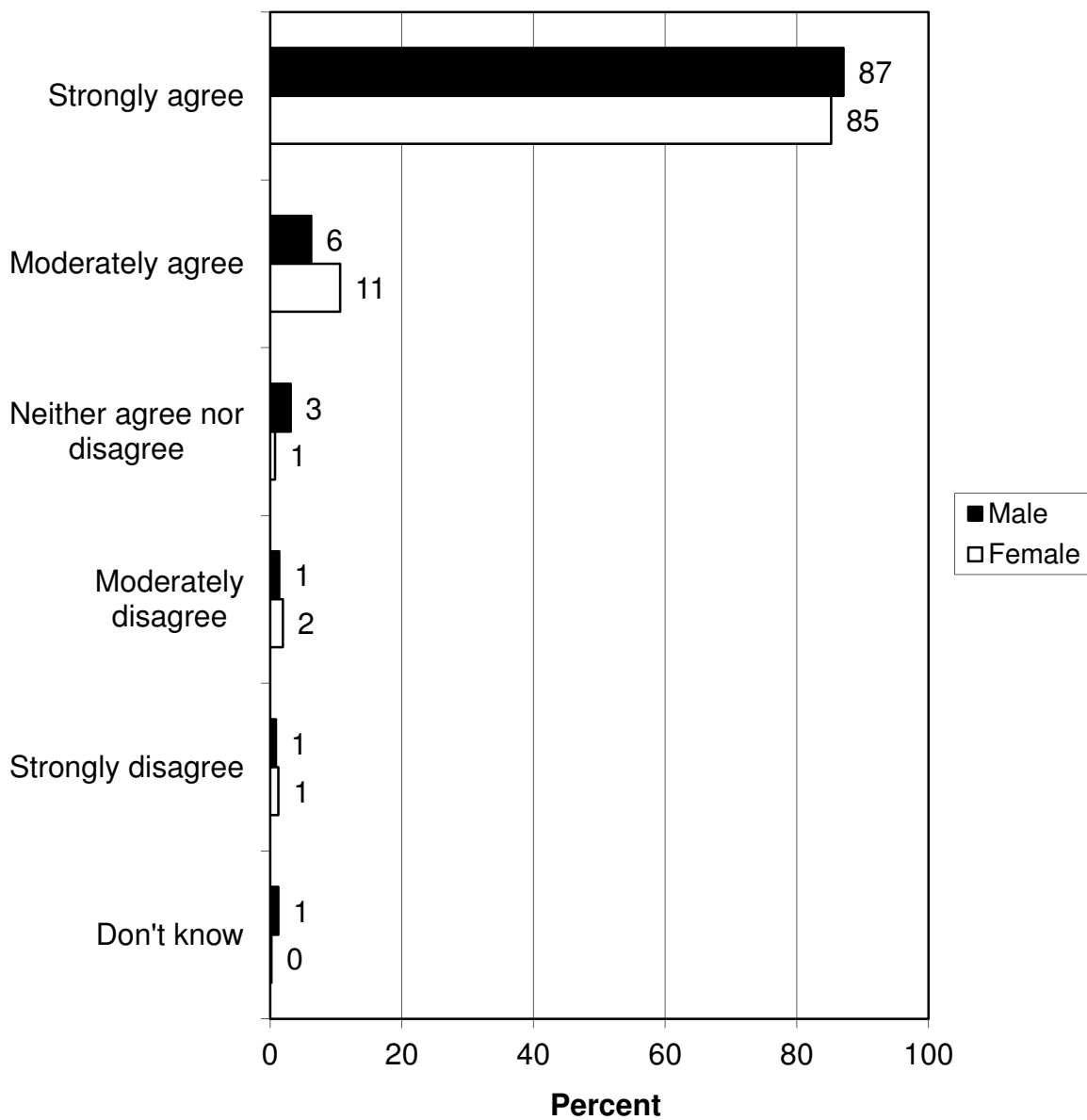
Q80. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was responsive? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)



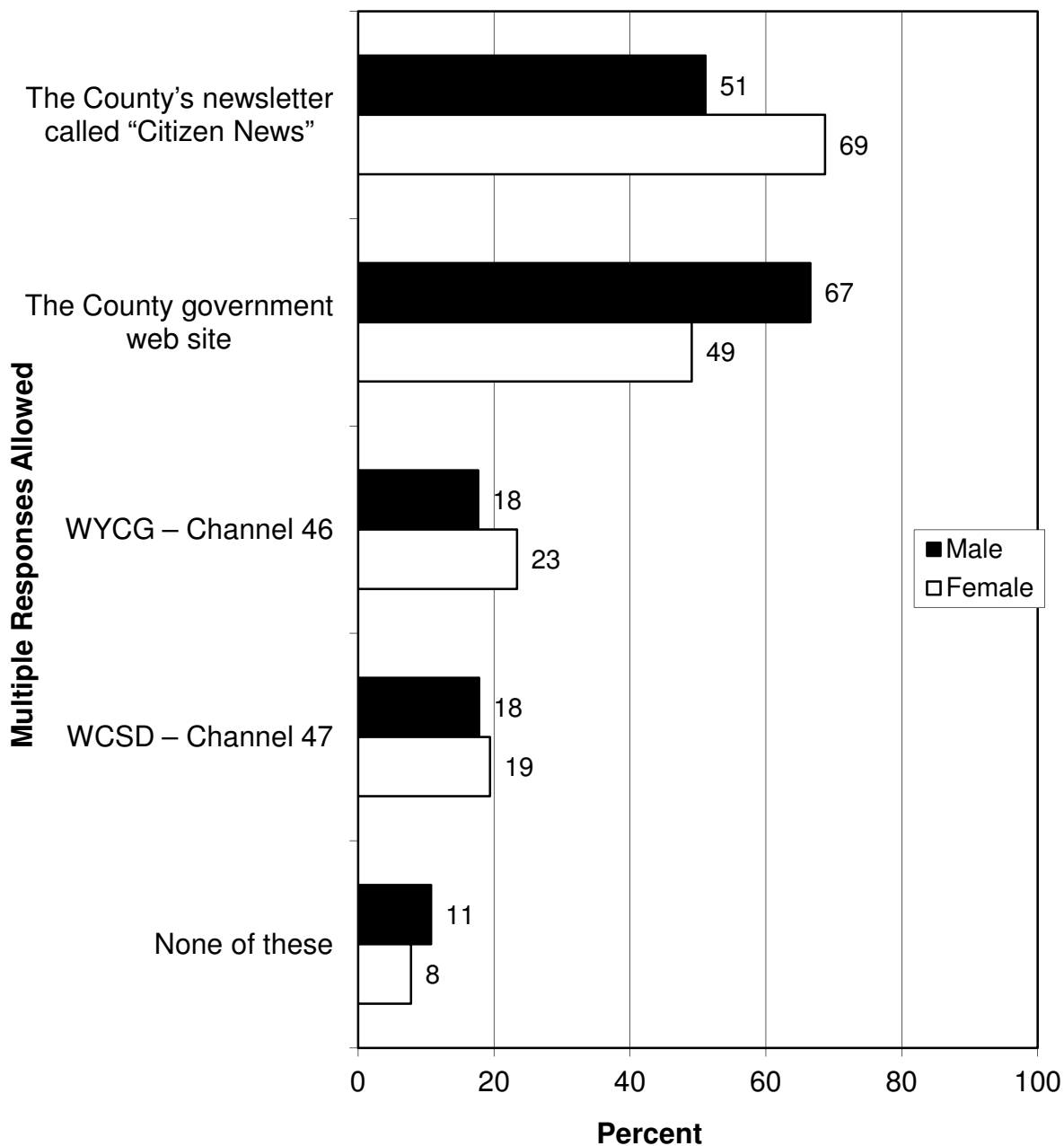
Q81. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was courteous? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)



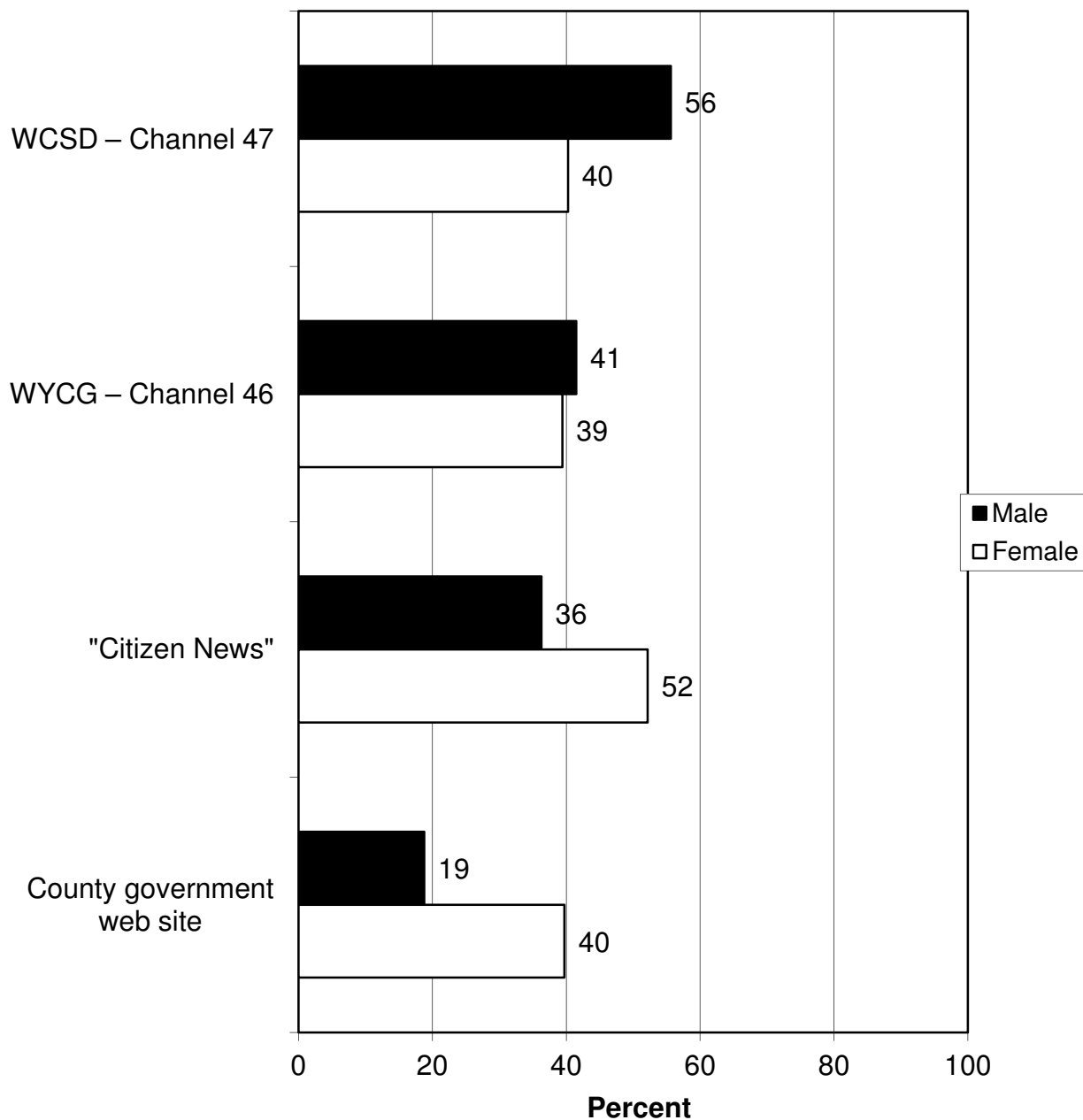
Q82. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was knowledgeable? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)



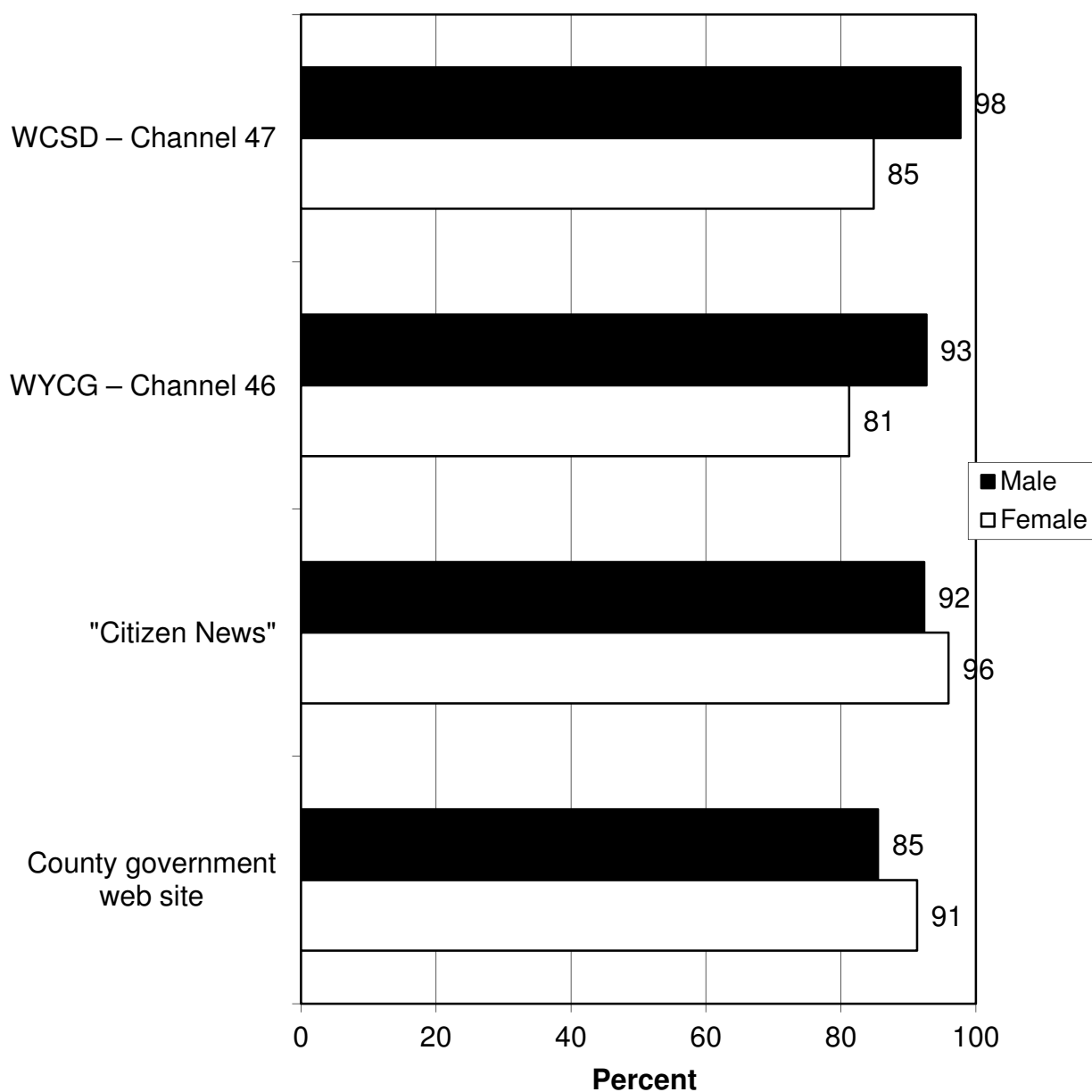
Q85. From which of the following sources do you get information about County services, programs, and/or government affairs? How about...?



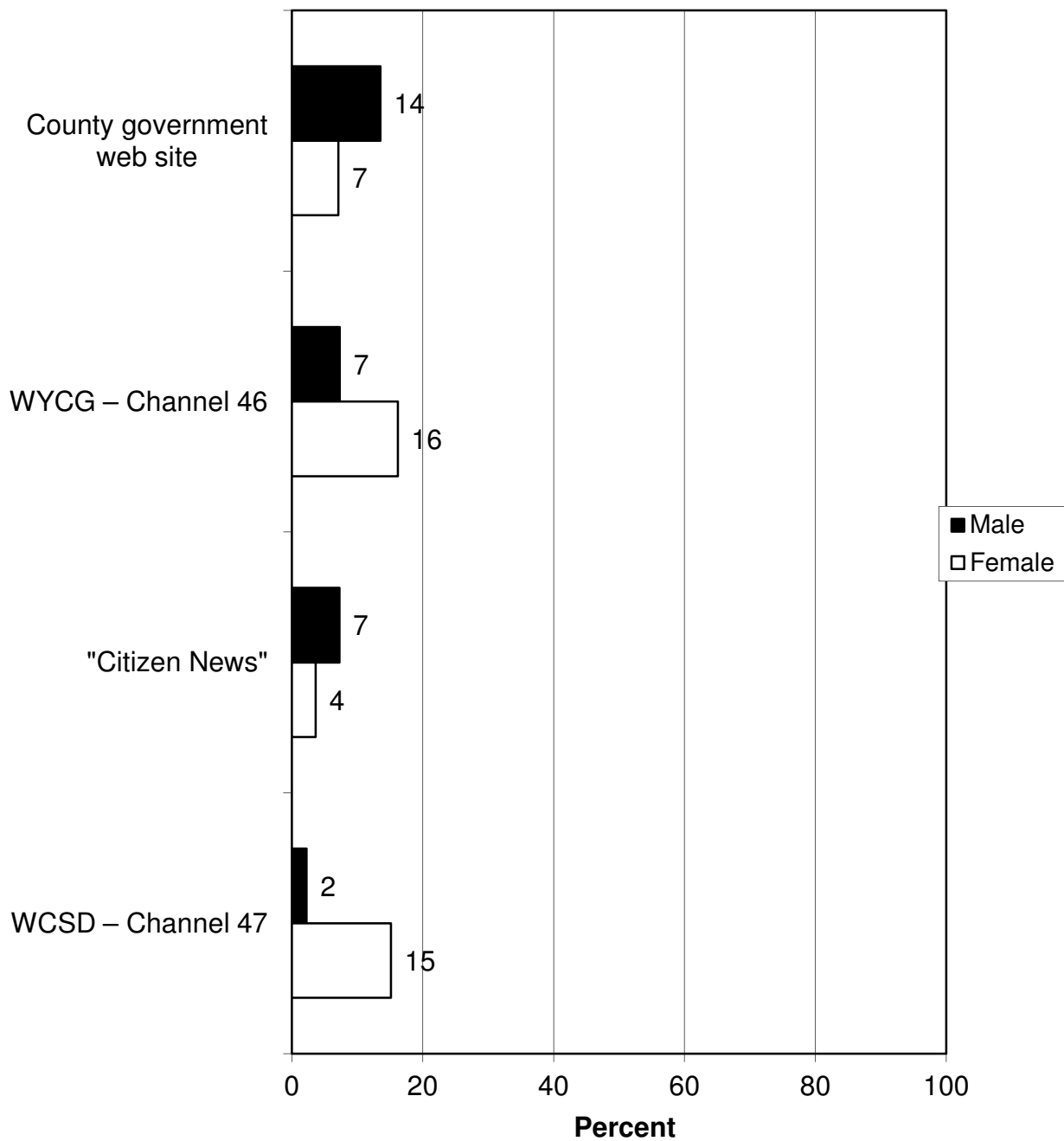
**Q87-Q89. Percent who rated the following
excellent as a source of information about
County services, programs, and/or government
affairs.**



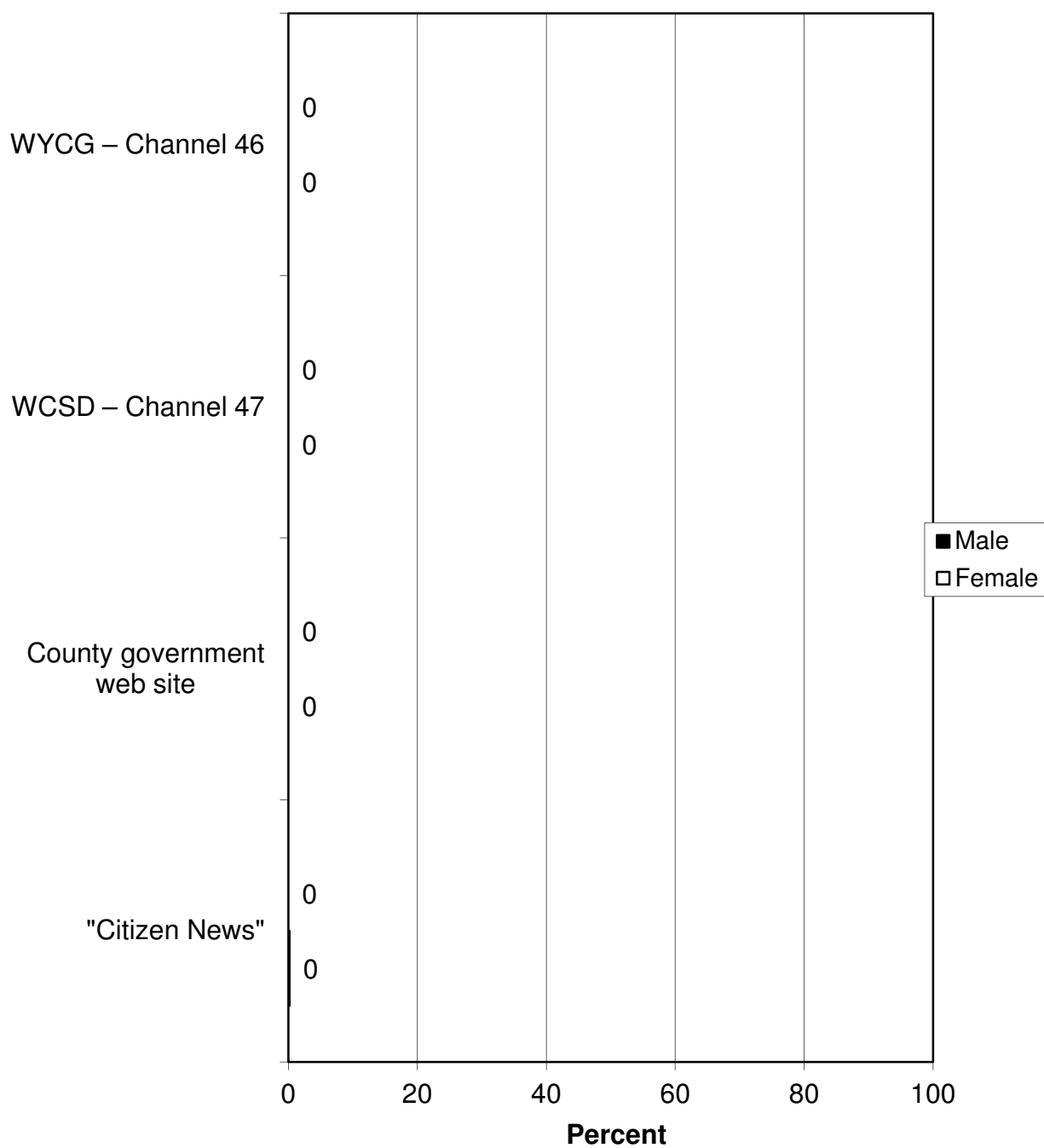
**Q87-Q89. Percent who rated the following
excellent or good as a source of information
about County services, programs, and/or
government affairs.**



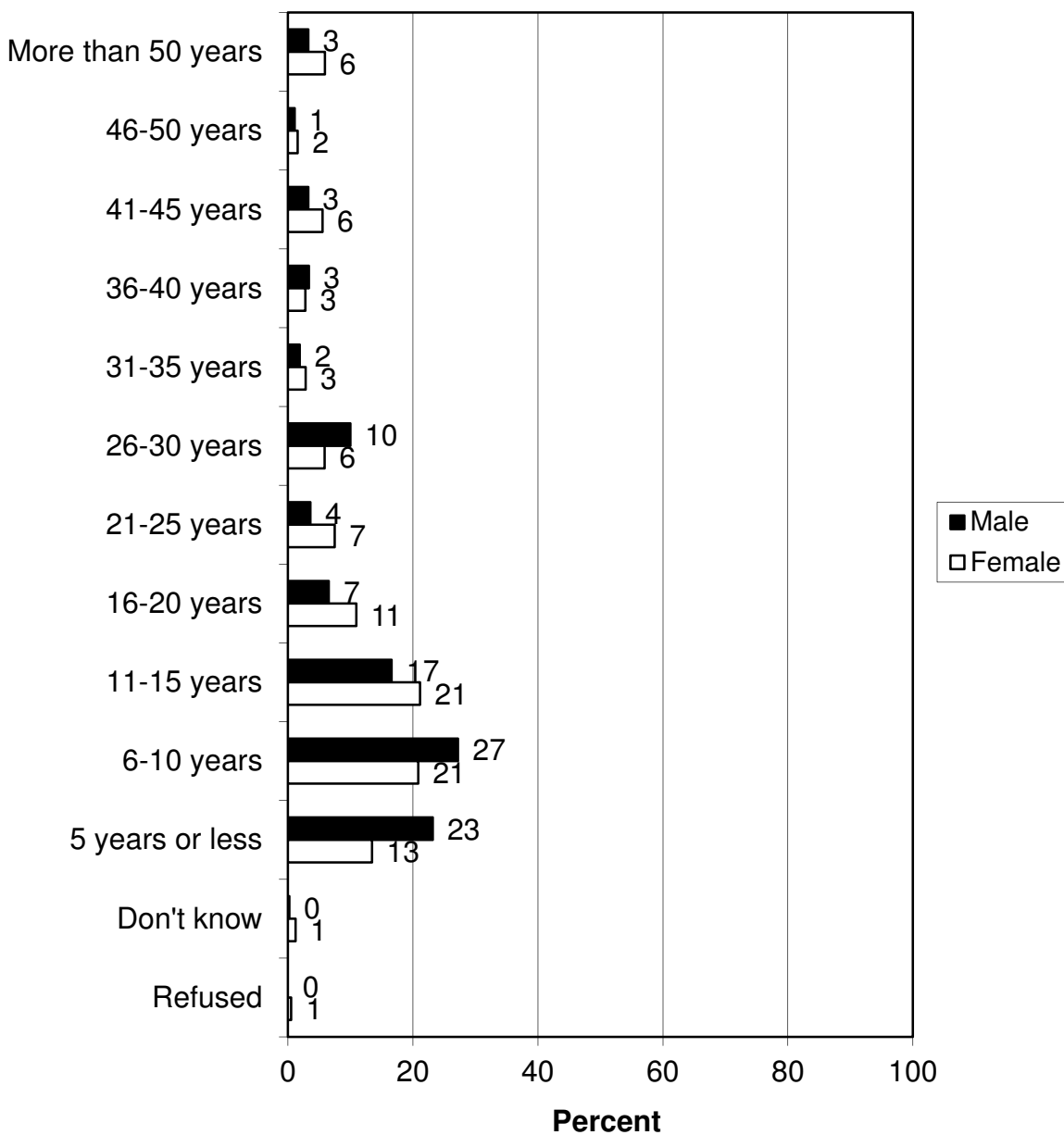
Q87-Q89. Percent who rated the following fair or poor as a source of information about County services, programs, and/or government affairs.



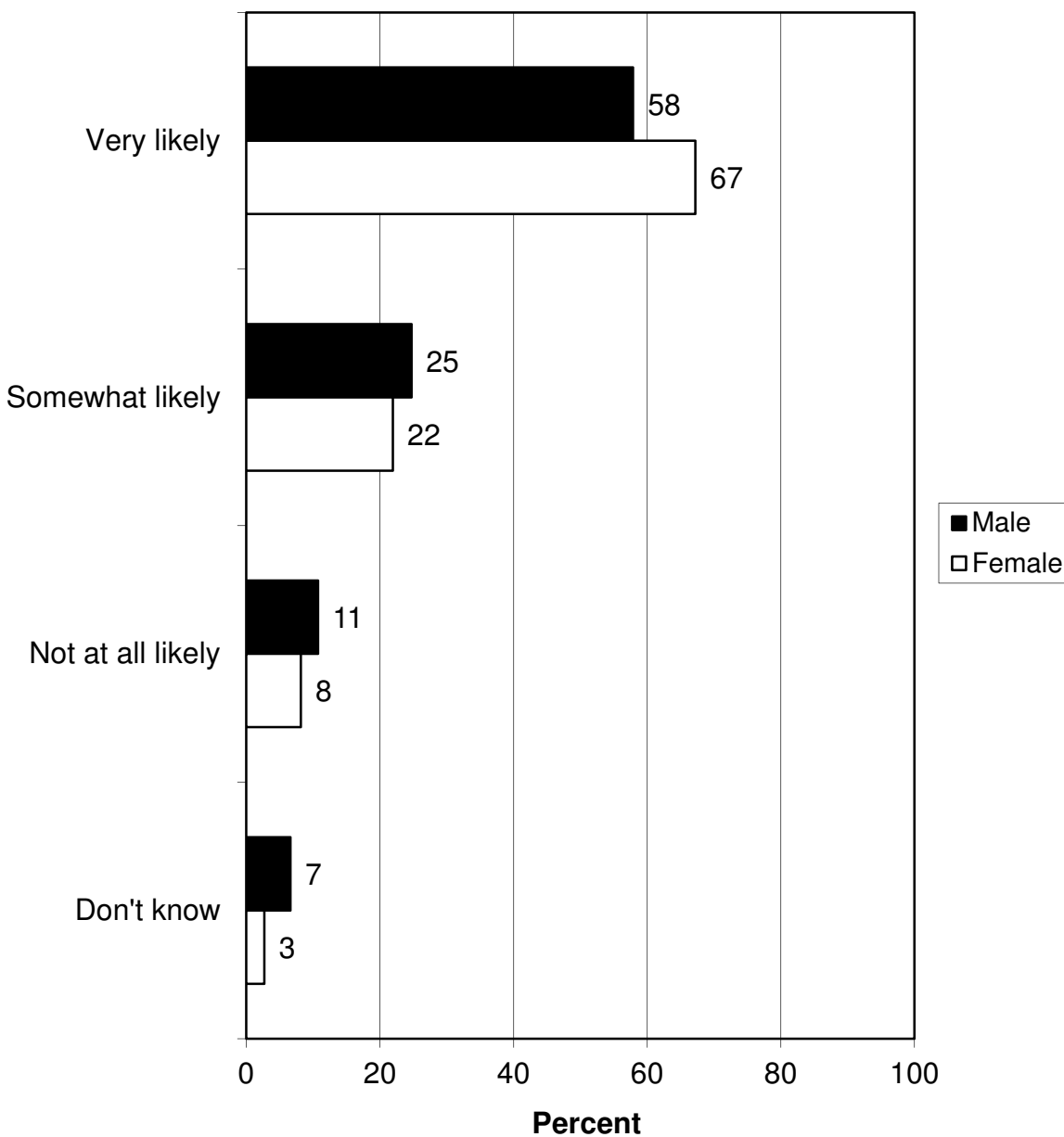
Q87-Q89. Percent who rated the following poor as a source of information about County services, programs, and/or government affairs.



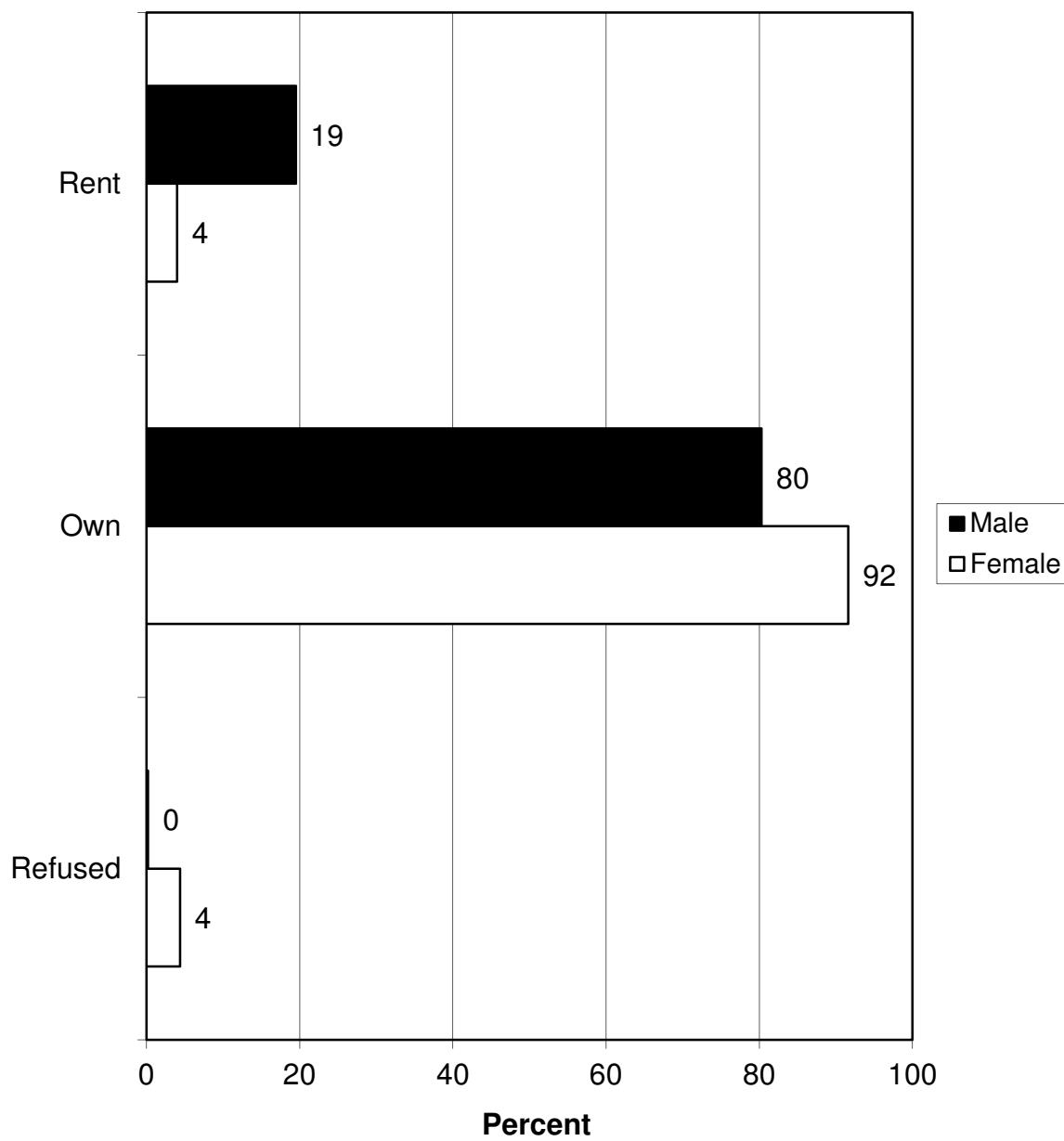
Q93. How many years have you lived in York County?



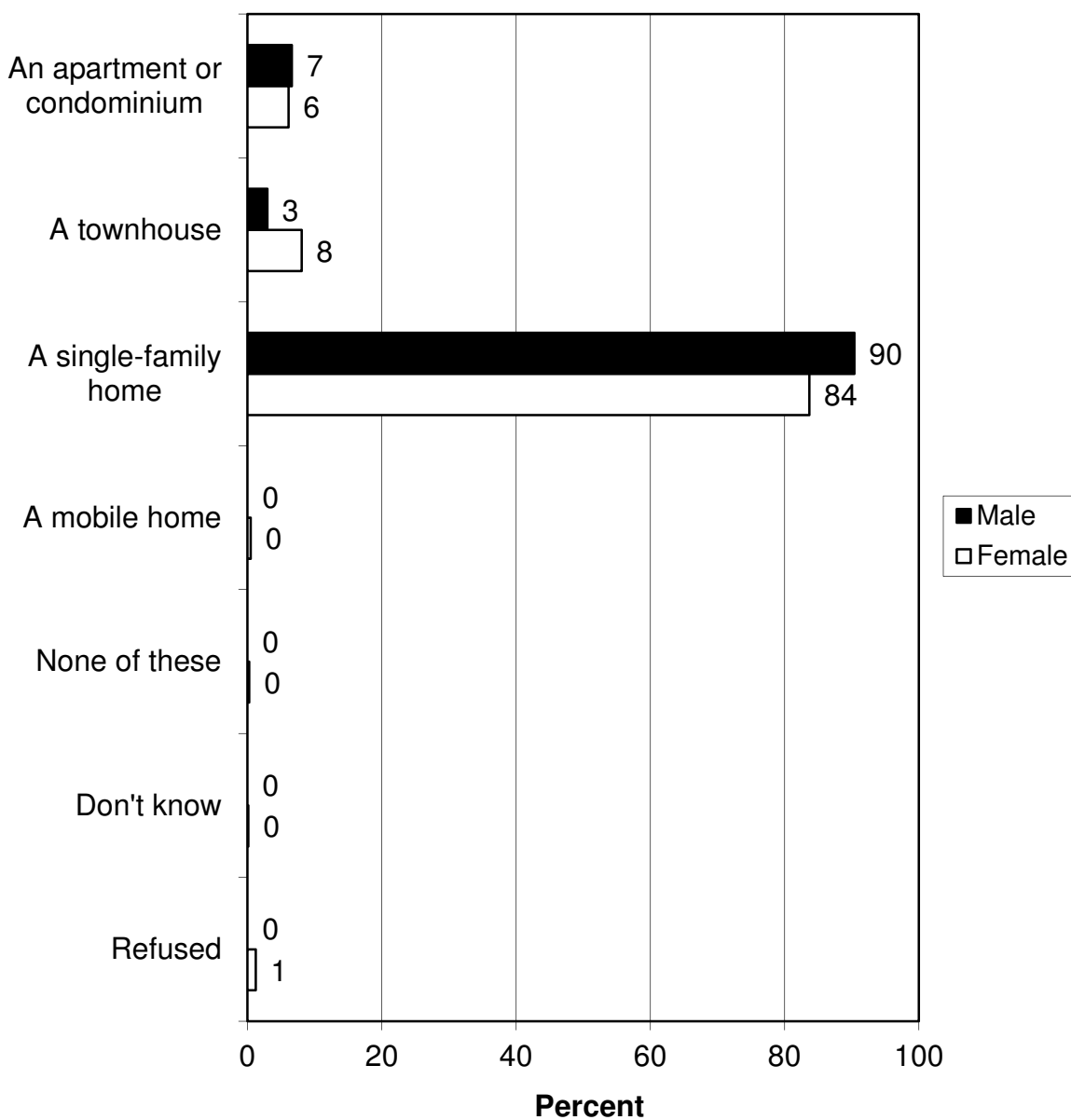
Q96. How likely are you to be living in York County 5 years from now?



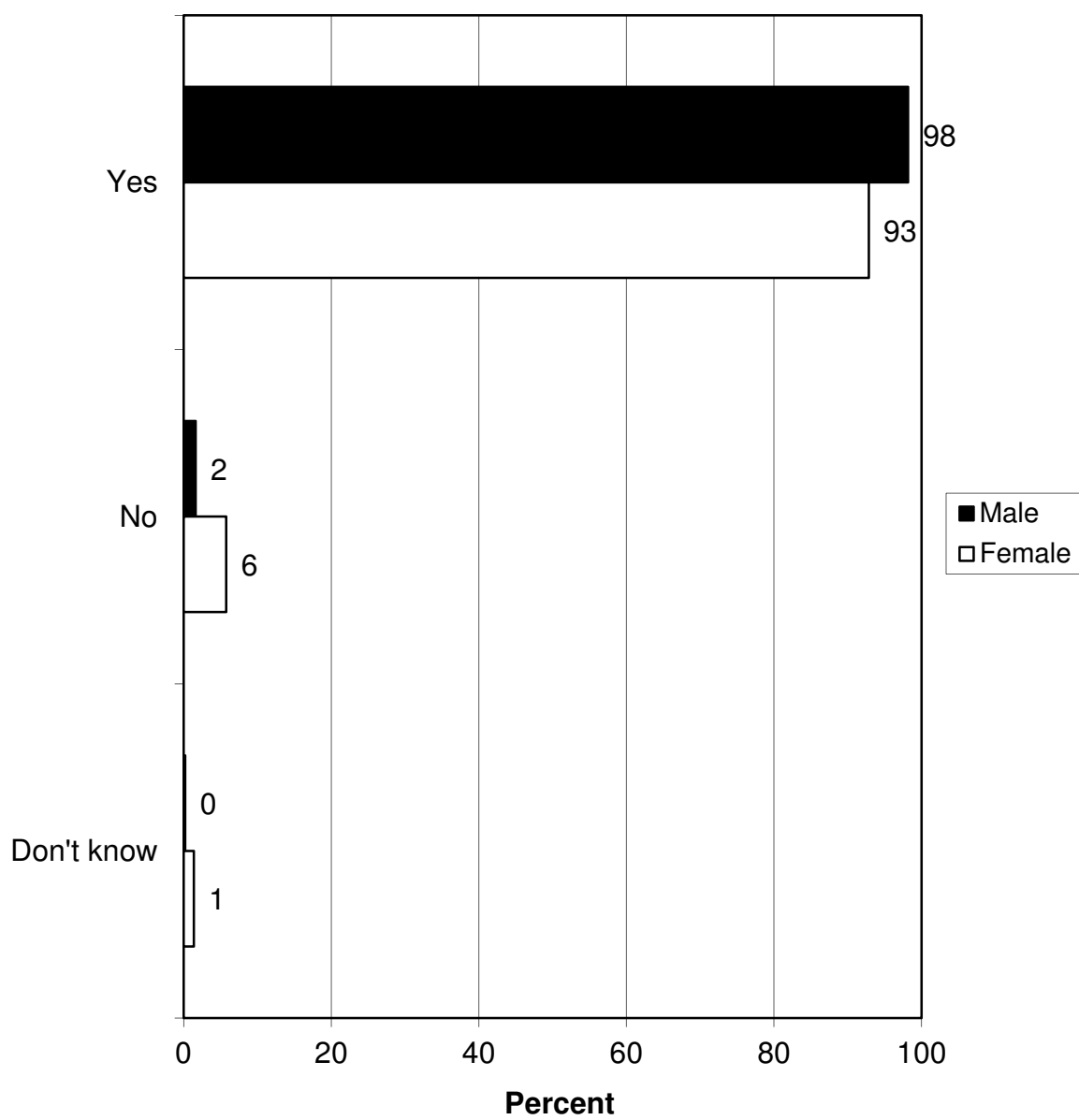
Q97. Do you rent or own your current place of residence?



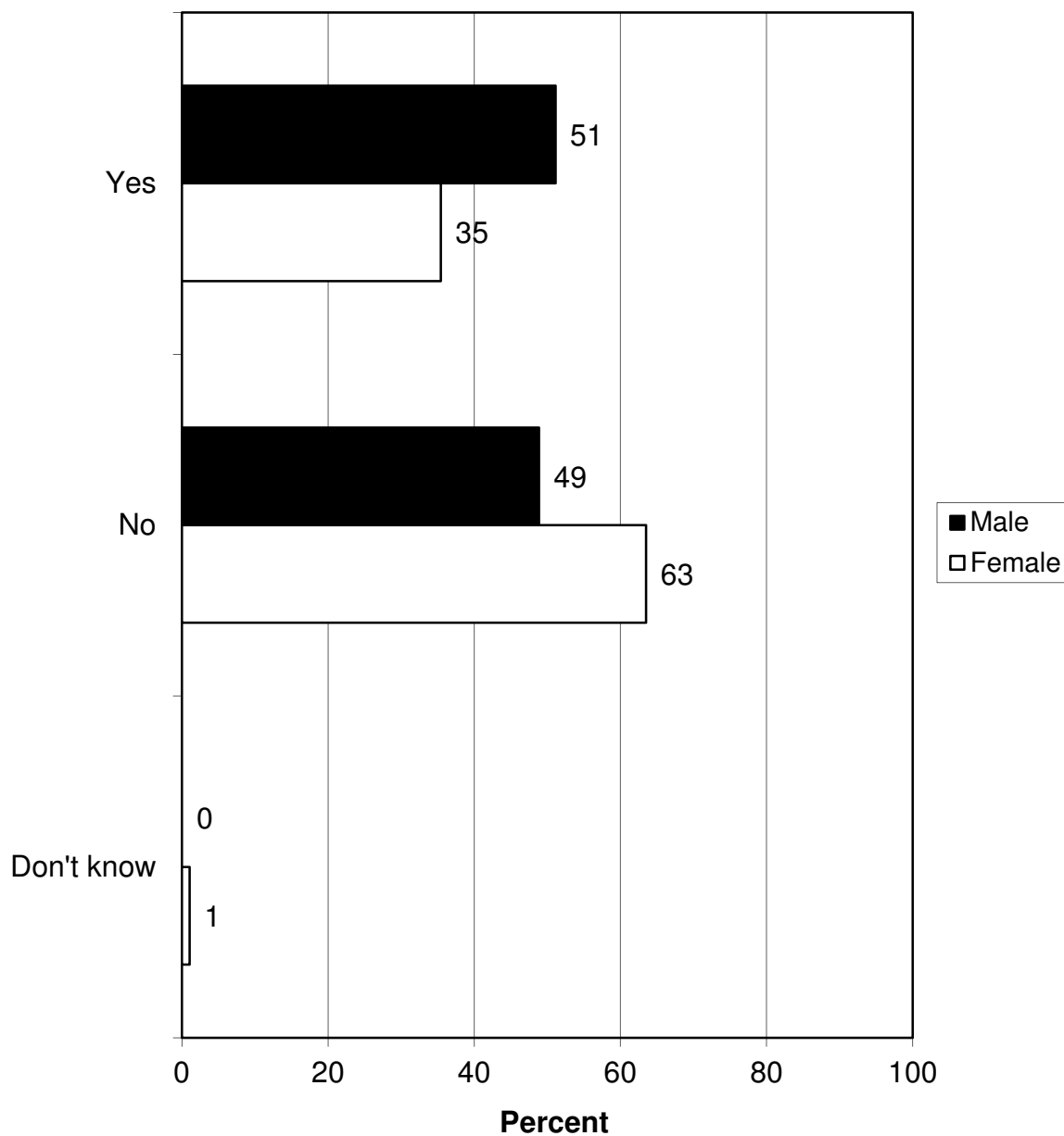
Q98. Do you consider your place of residence to be an apartment or condominium, a townhouse, a single-family home, a mobile home, or none of these?



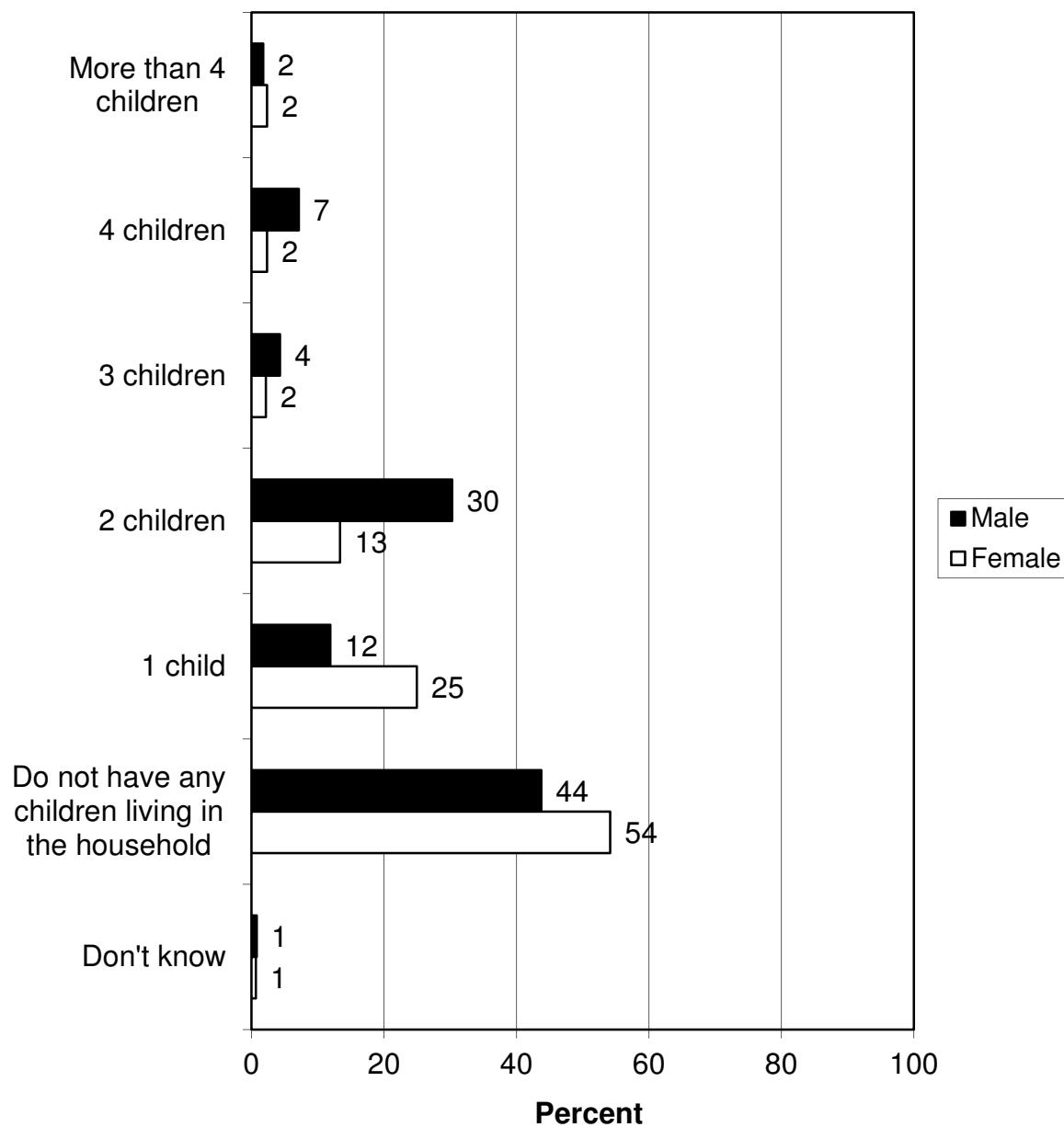
Q100. Do you have Internet access in your home?



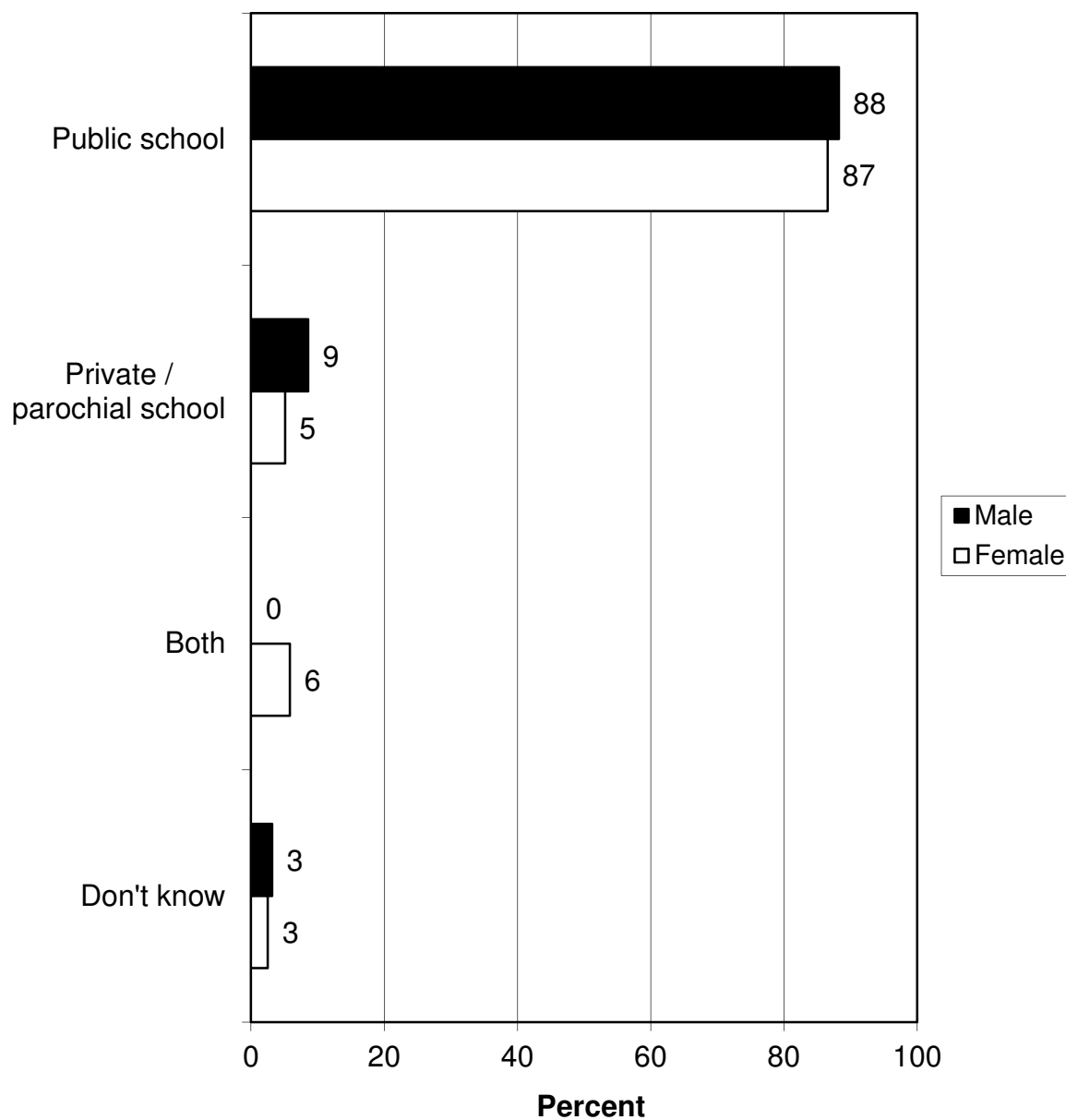
Q101. Is anyone in your household on active military duty or a military retiree?



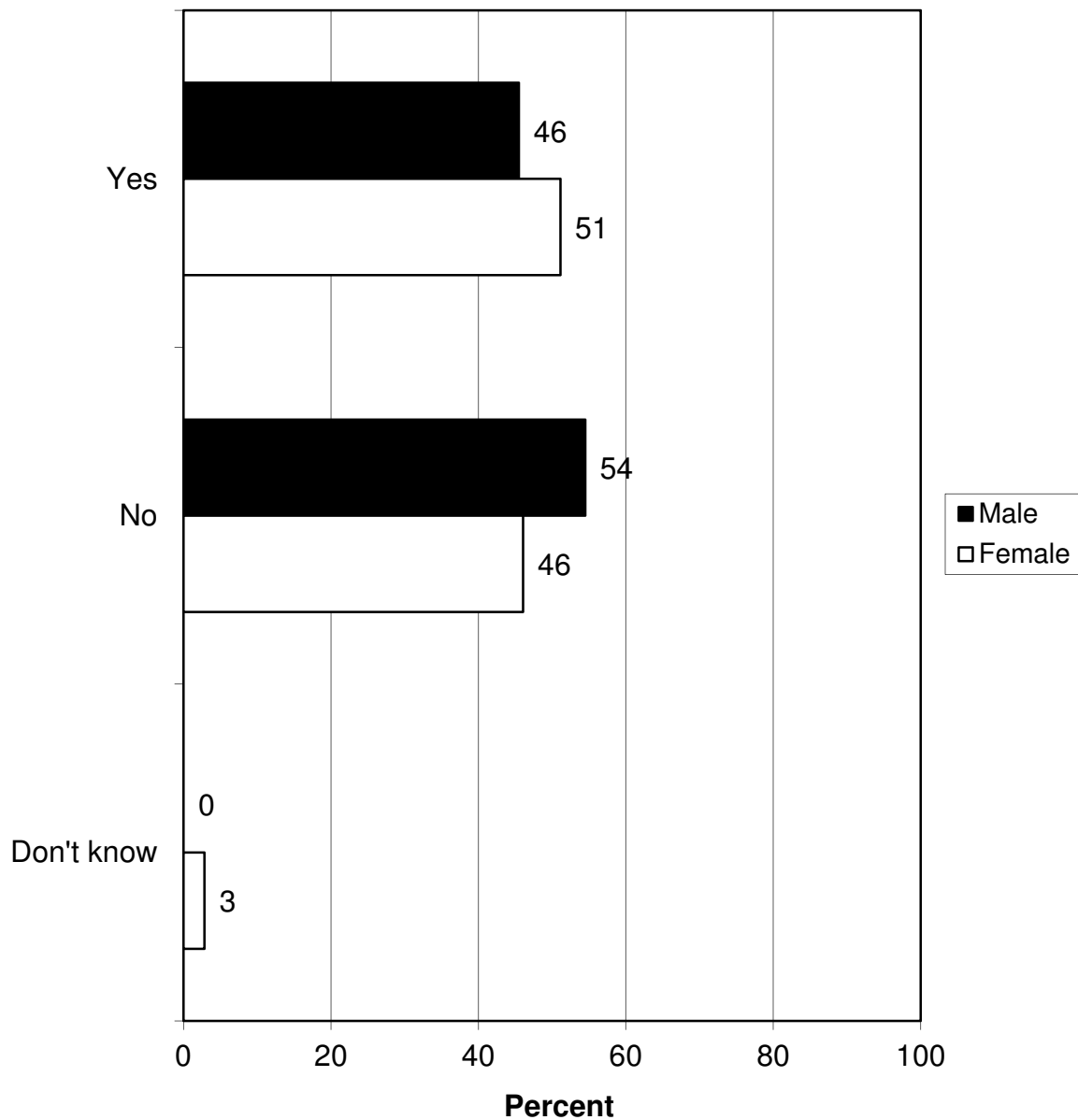
Q102. How many children, age 17 or younger, do you have living in your household?

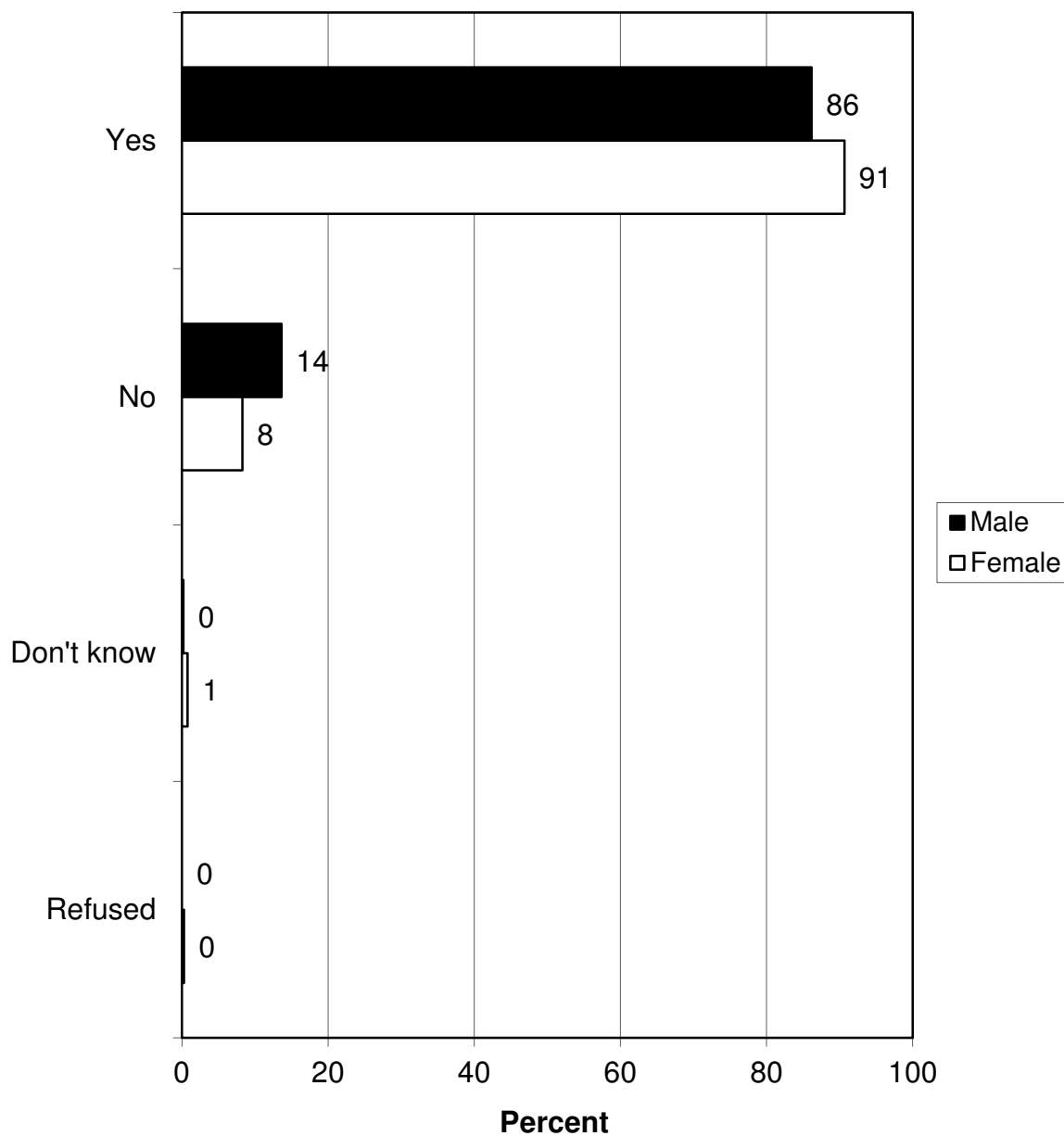


Q107. [Is/Are] the [child/children] living in your household currently attending public school or private / parochial school in York County?



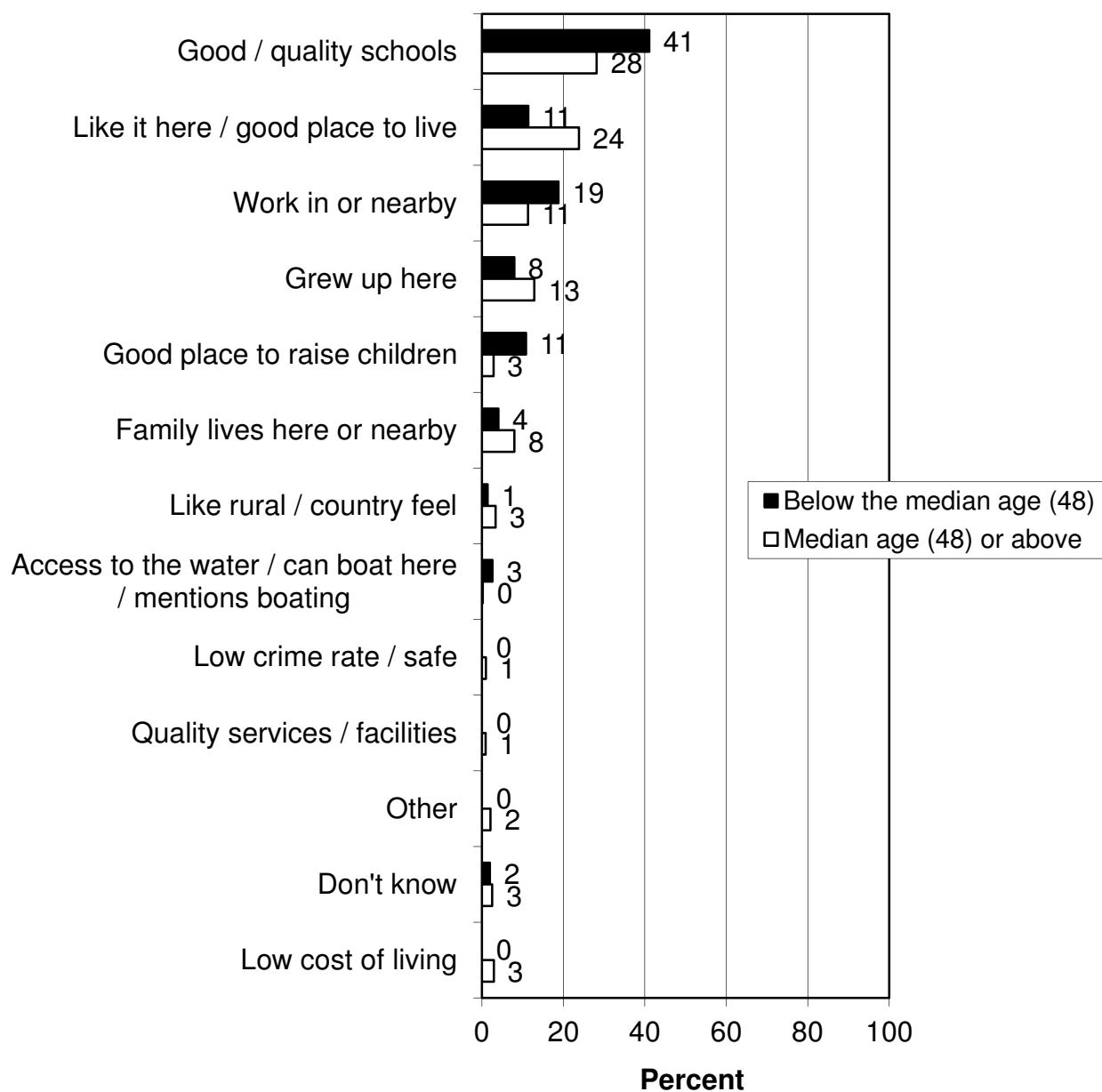
Q108. [Has/Have] the [child/children] living in your household participated in any youth recreation programs or leagues in York County in the past 12 months?



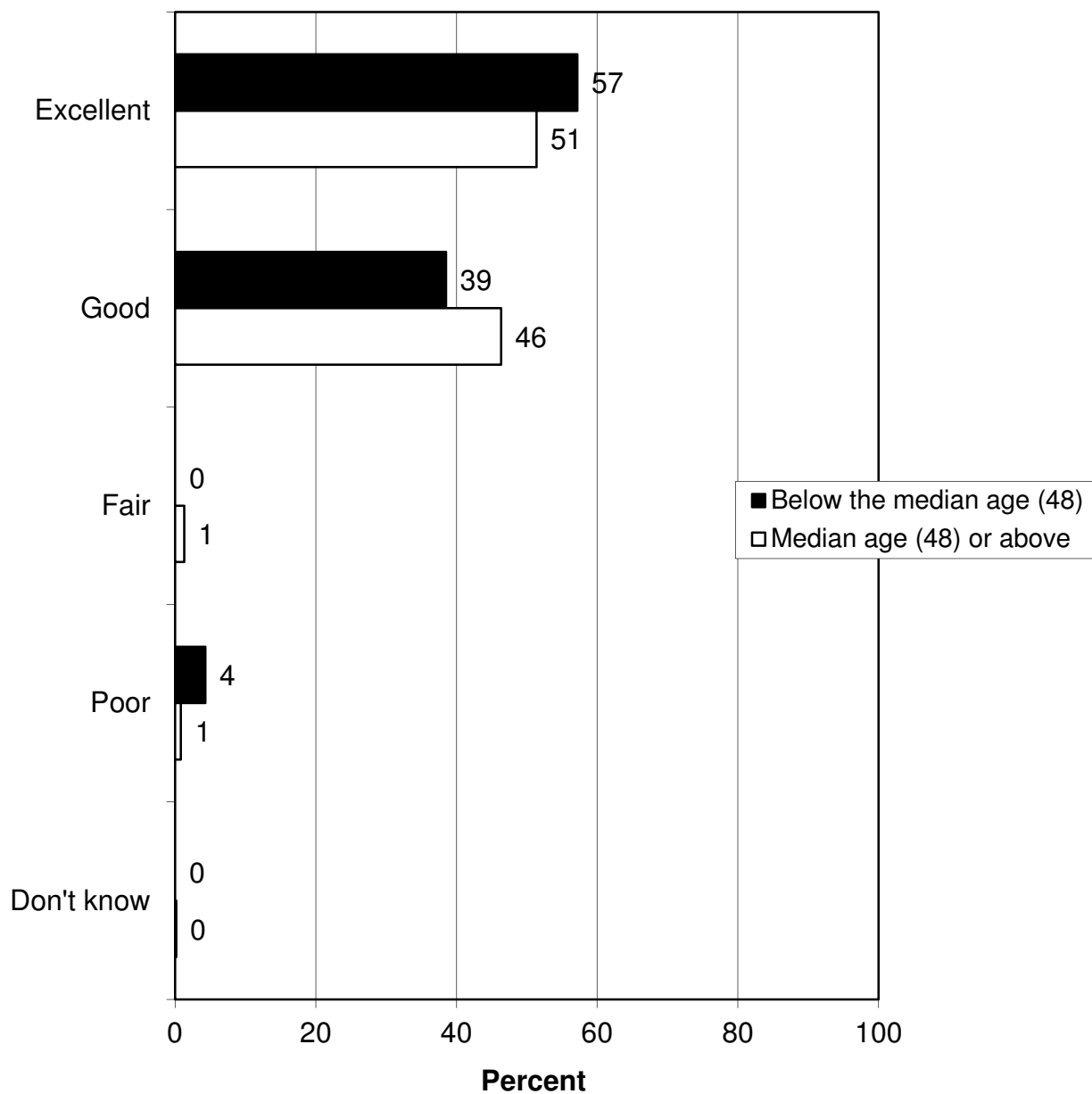
Q109. Are you currently registered to vote in York County?

APPENDIX B: CROSSTABULATIONS BY AGE

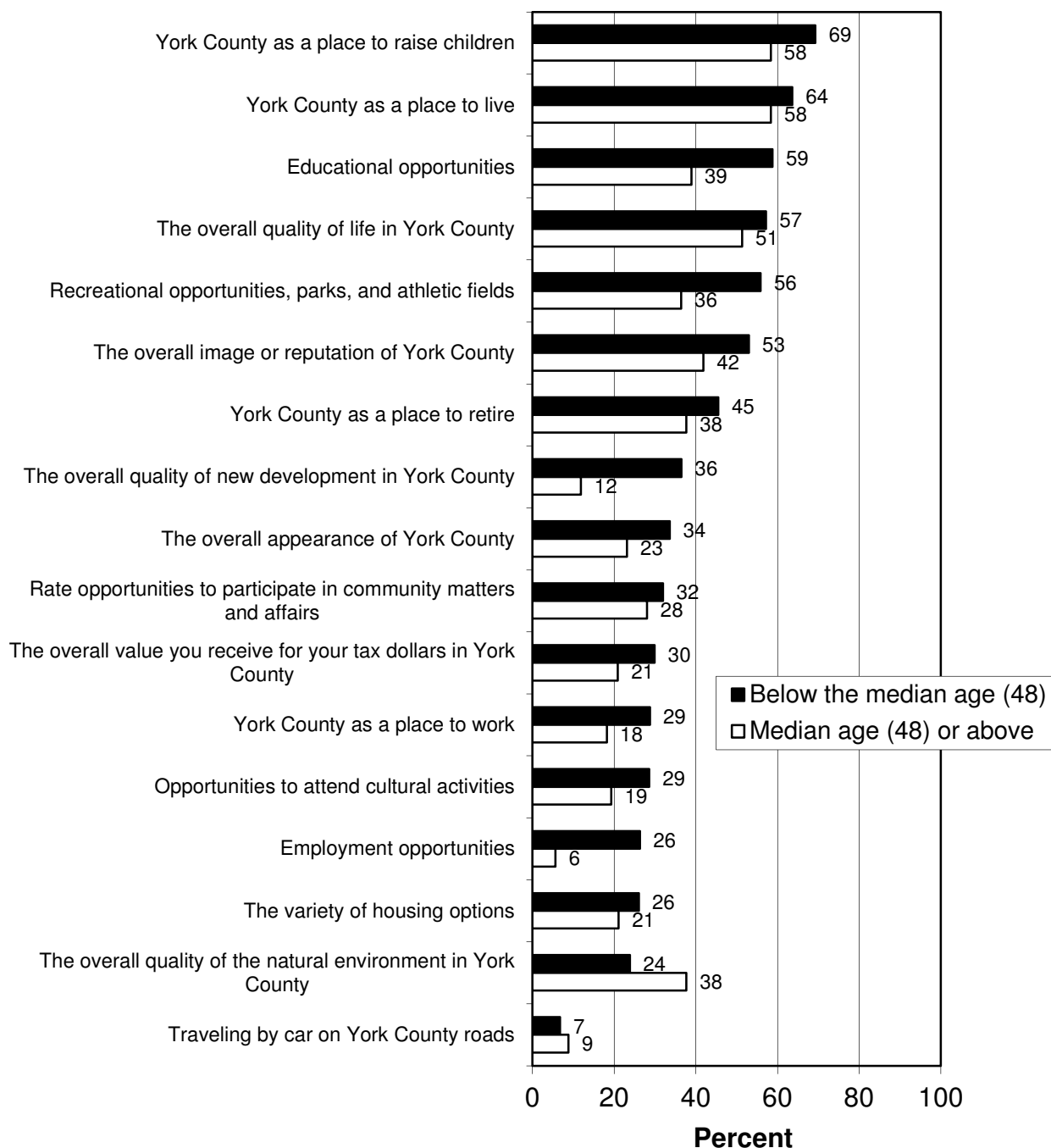
Q14. First, what is the single main reason you live in York County?



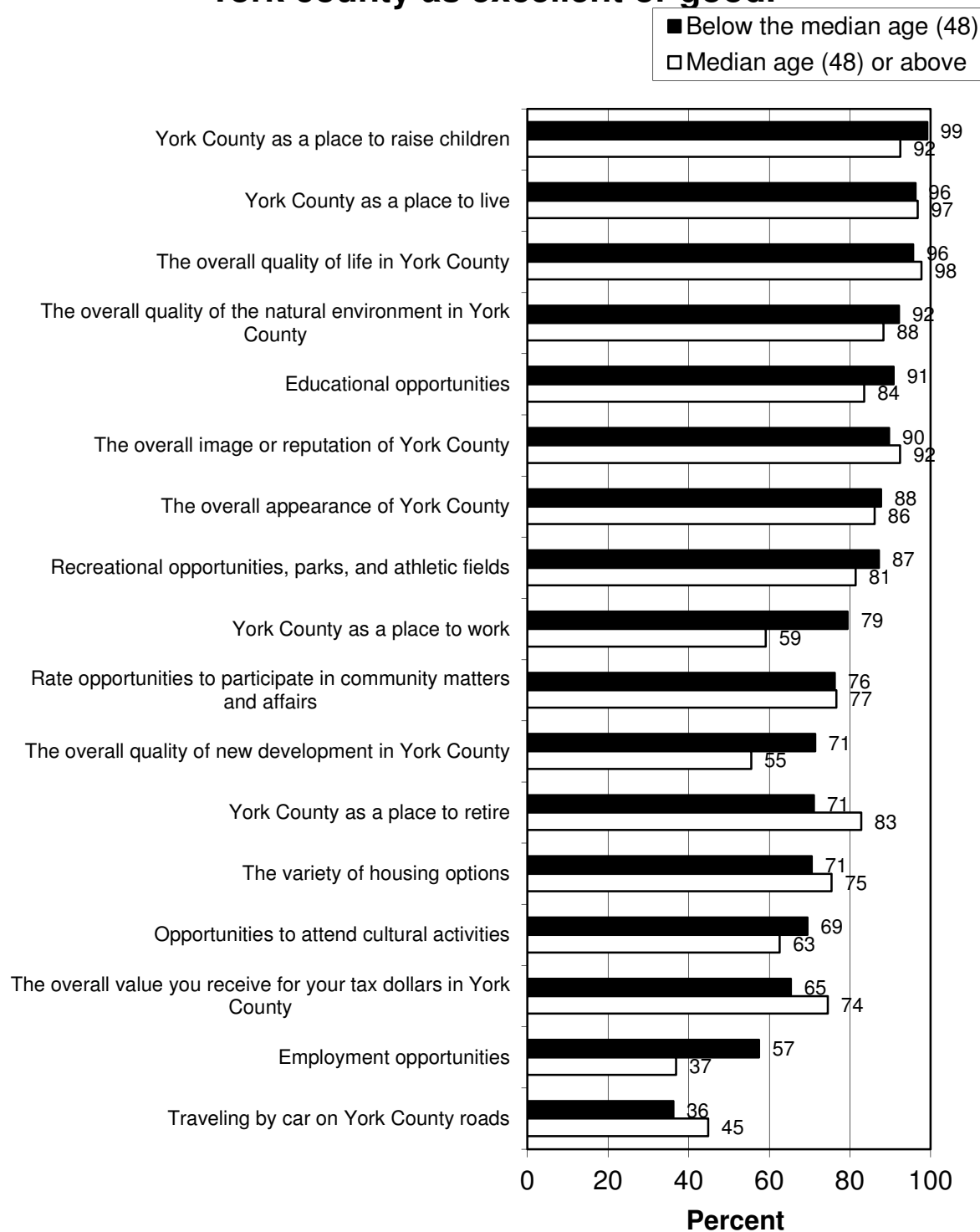
Q17. How would you rate overall quality of life in York County?



Q17-Q34. Percent who rated the following in York county as excellent.



Q17-Q34. Percent who rated the following in York county as excellent or good.



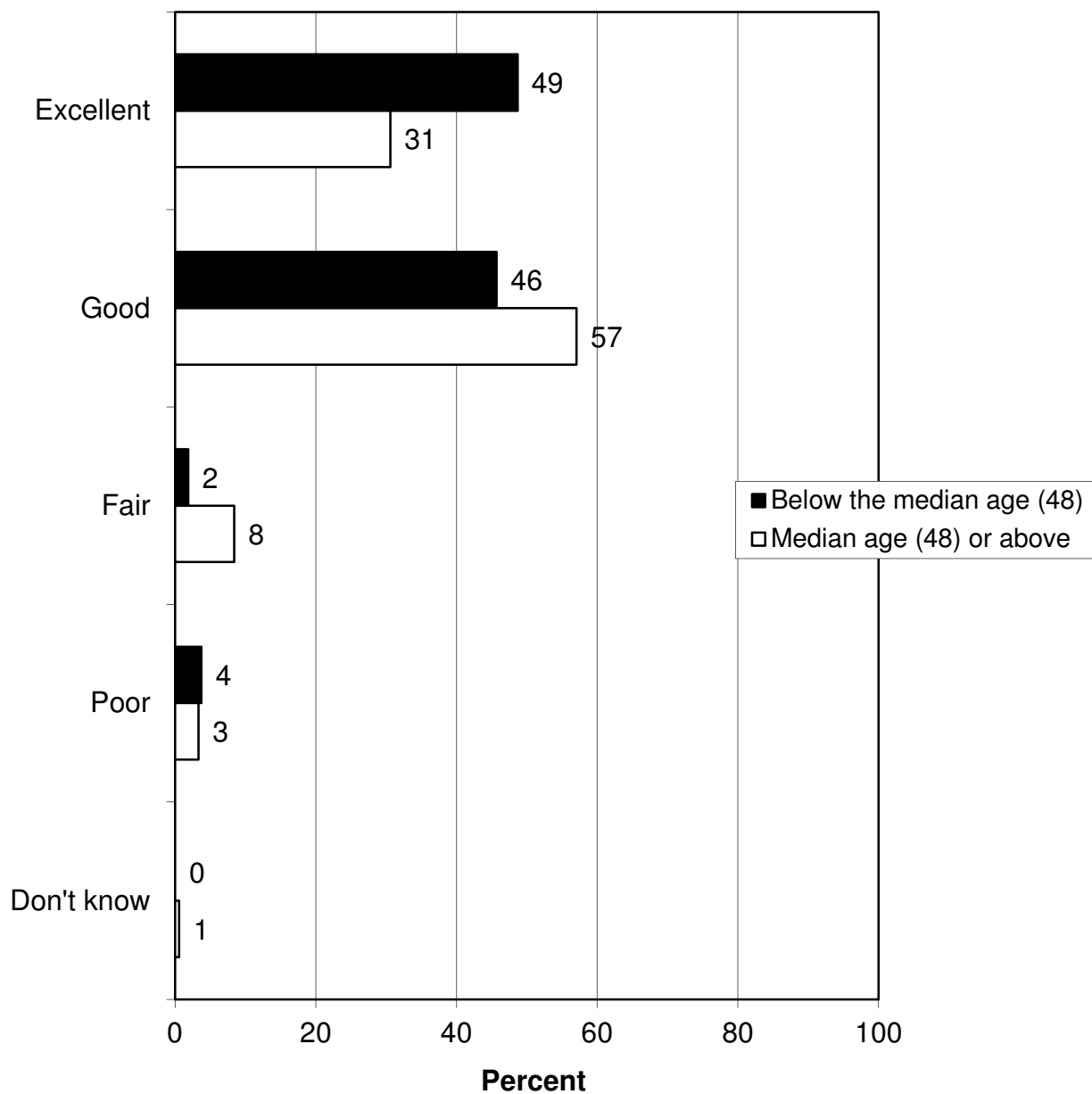
Q17-Q34. Percent who rated the following in York county as fair or poor.



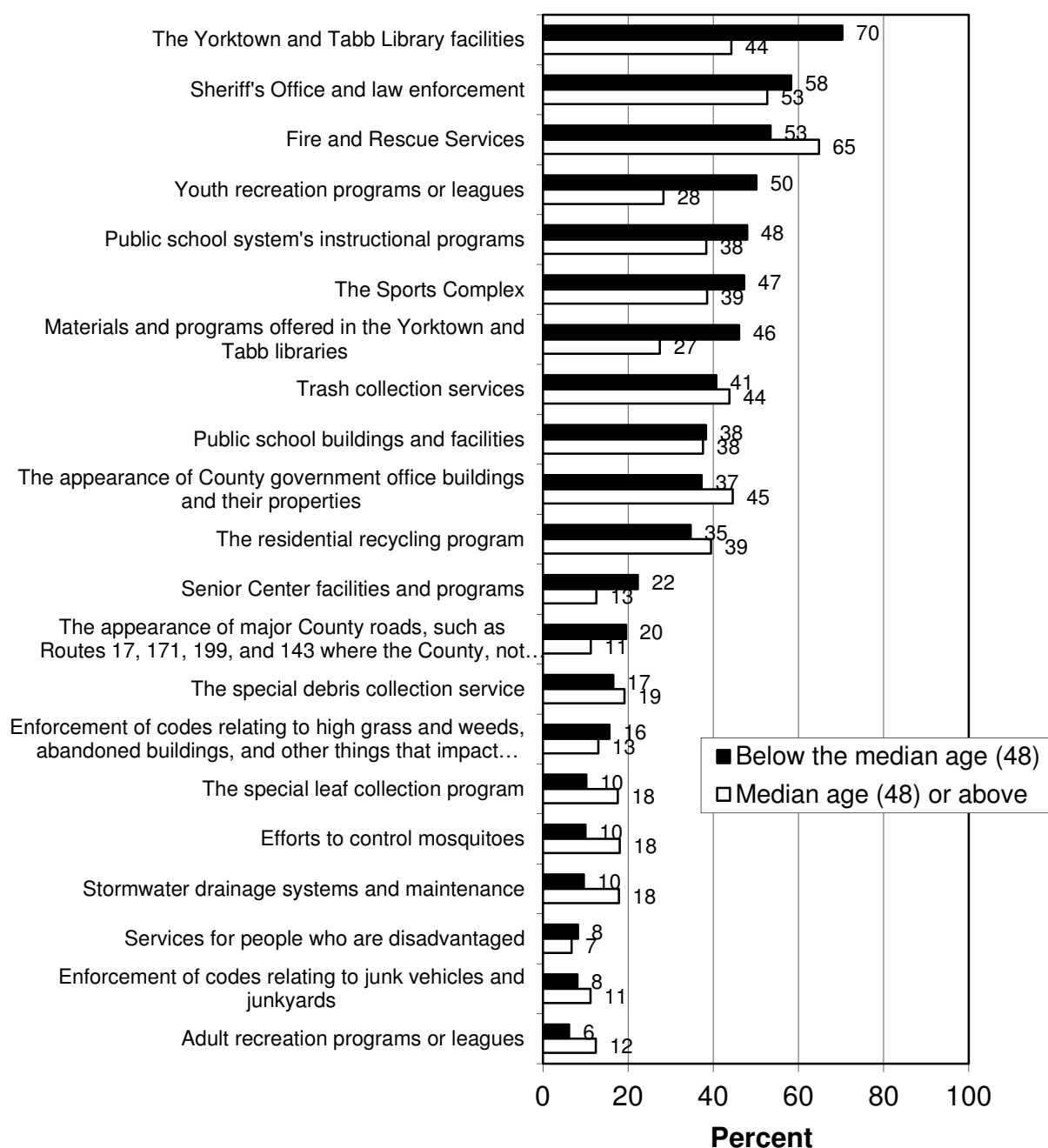
Q17-Q34. Percent who rated the following in York county as poor.



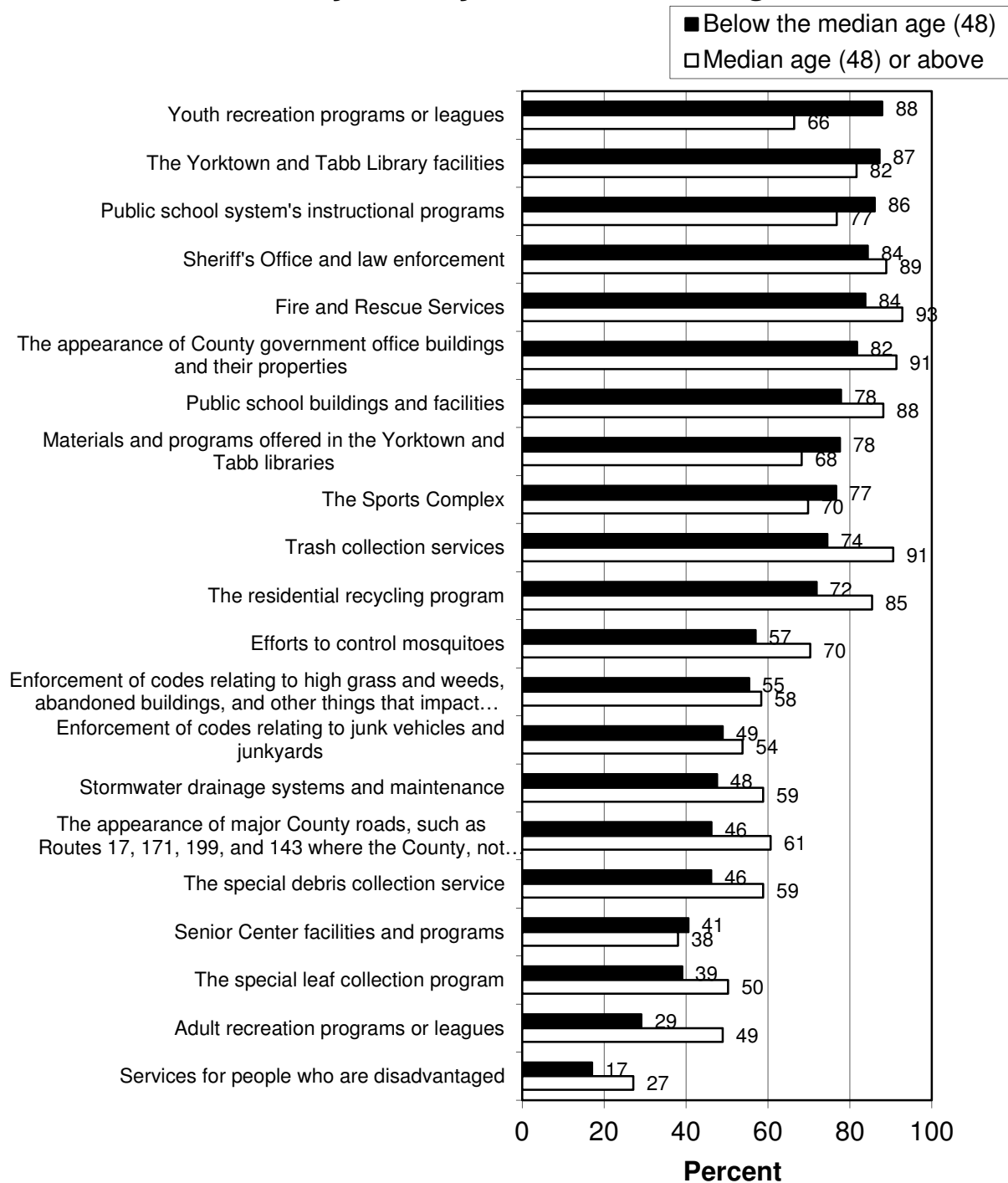
Q35. Overall, how would you rate the services provided by York County?



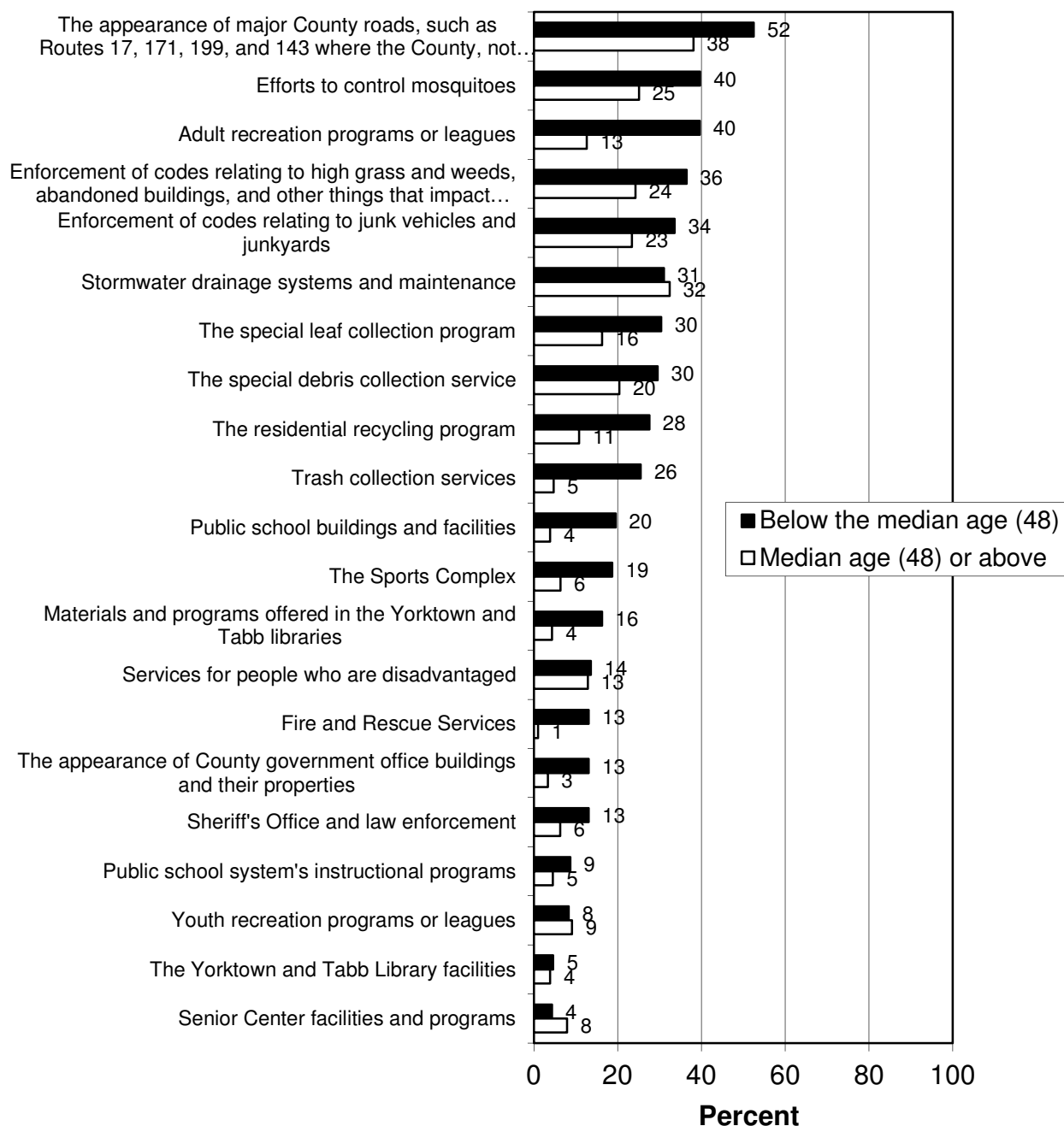
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as excellent.



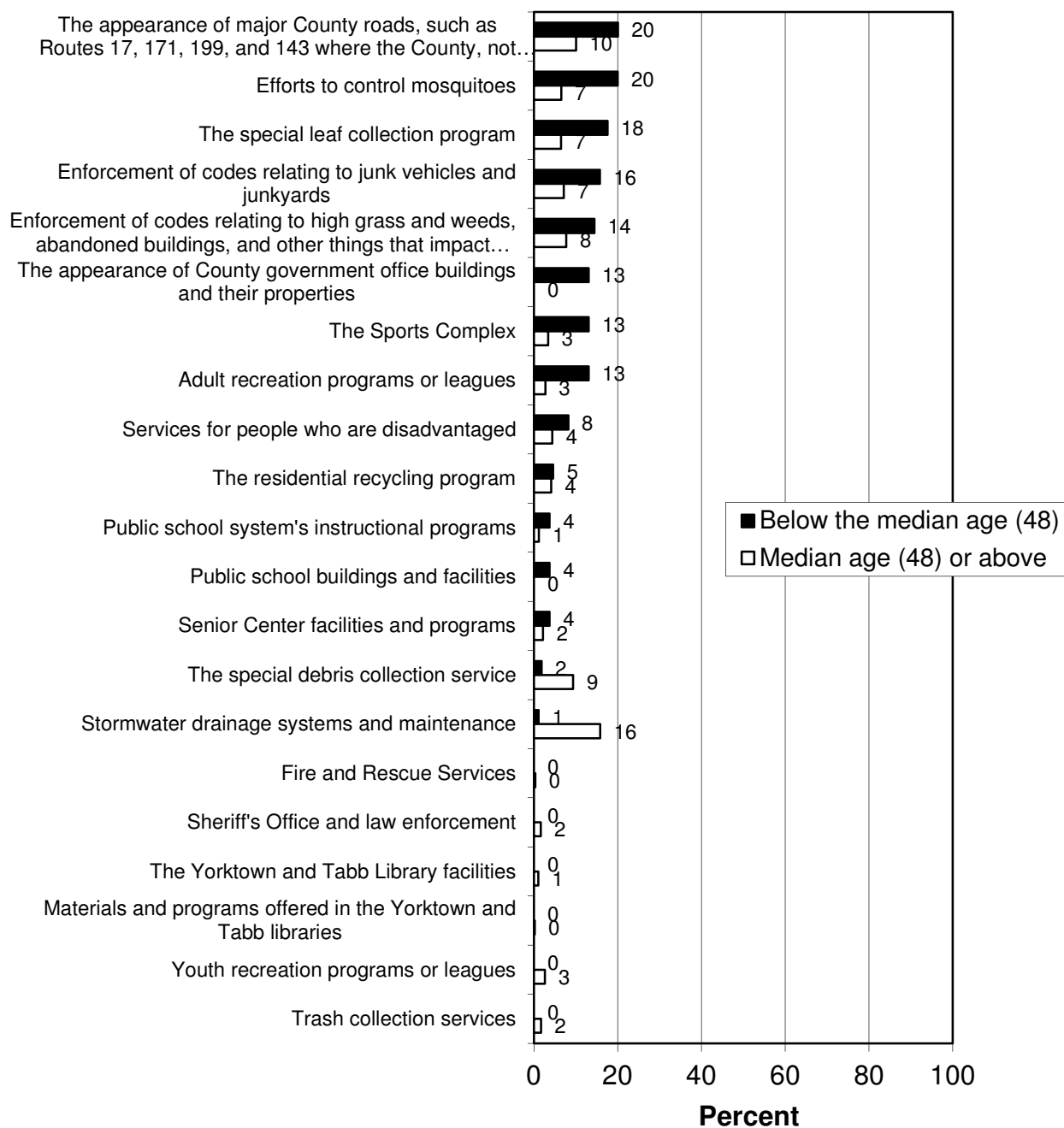
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as excellent or good.



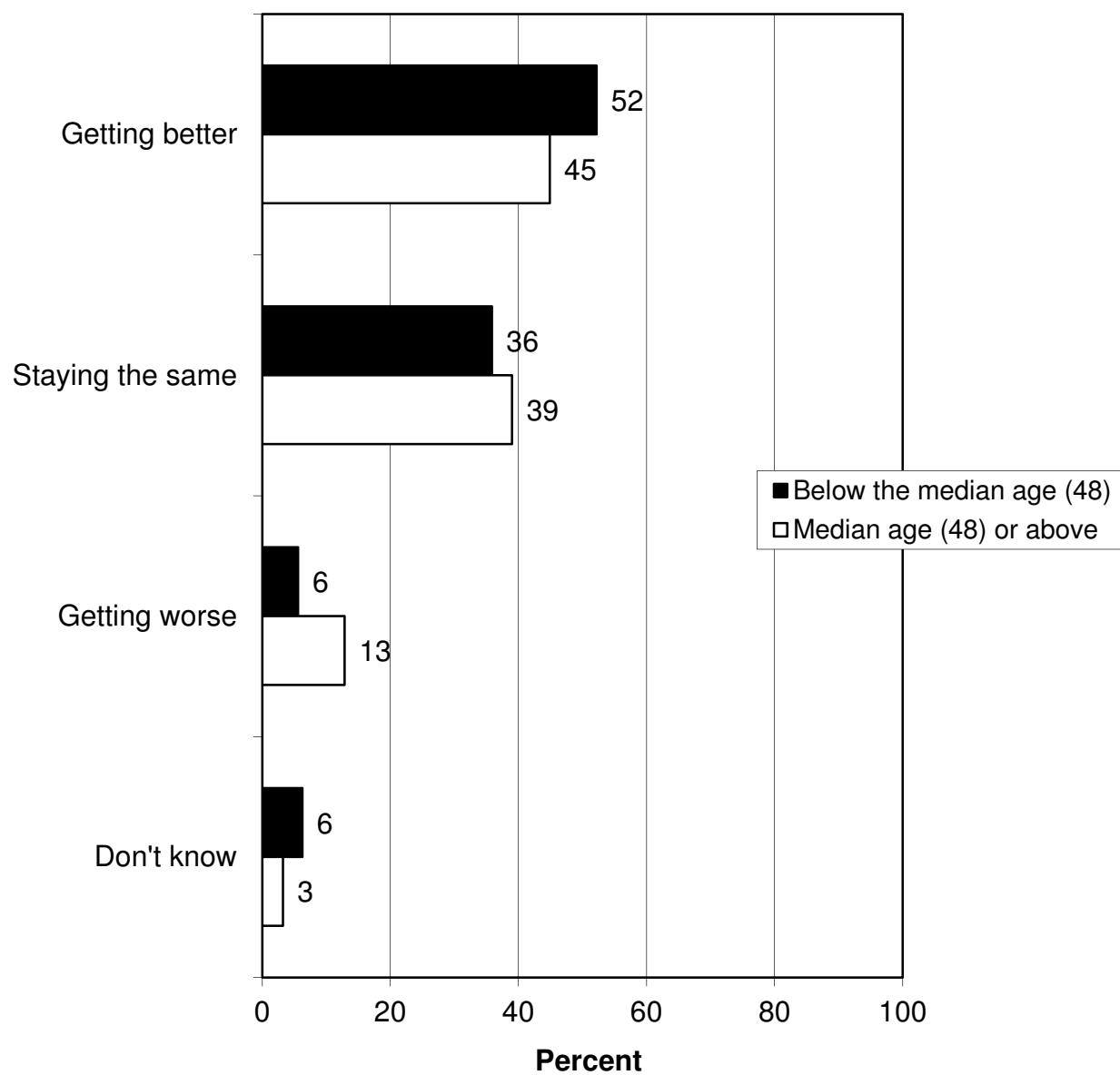
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as fair or poor.



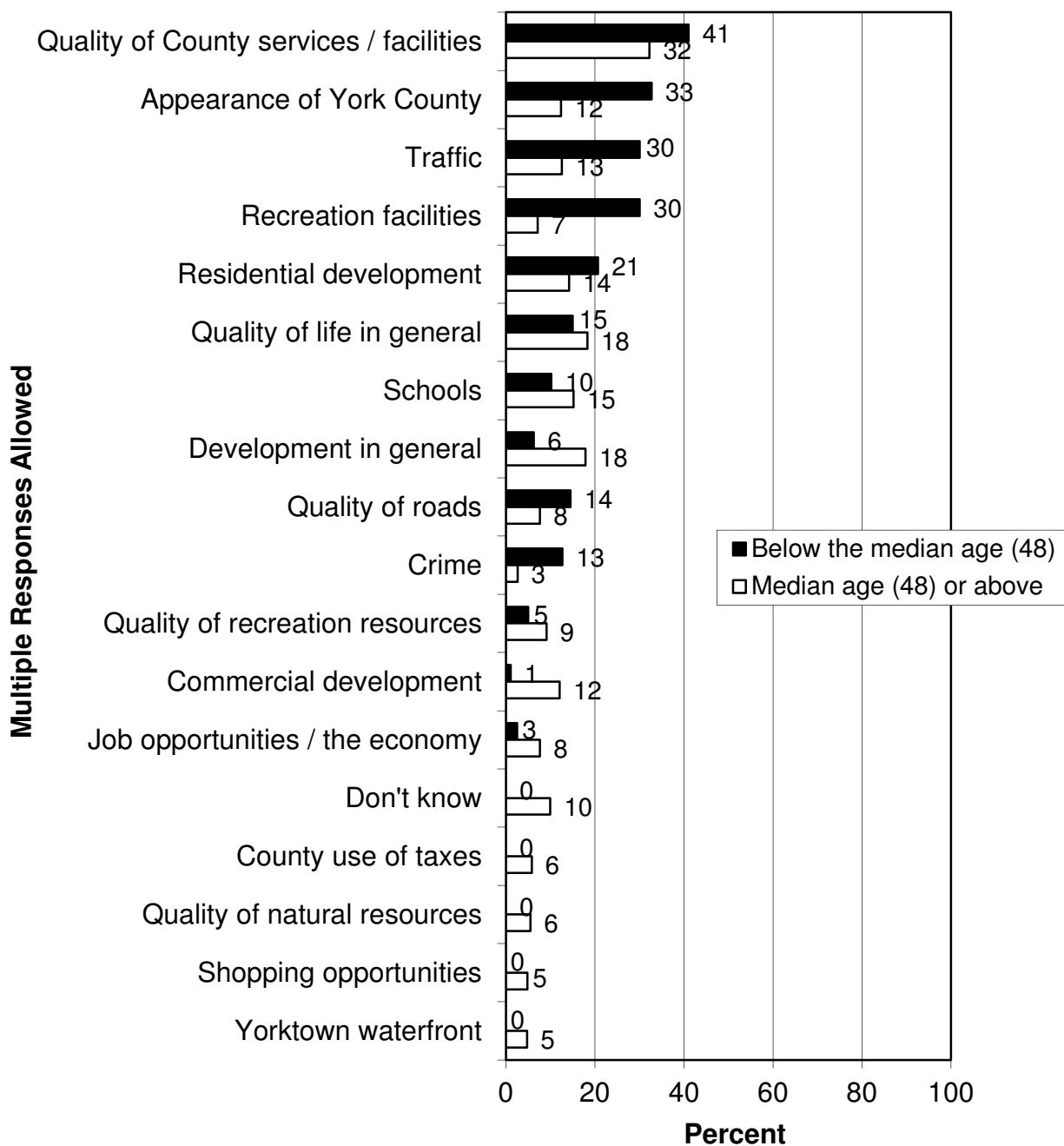
Q38-Q58. Percent who rated the following specific services or facilities provided by York County as poor.



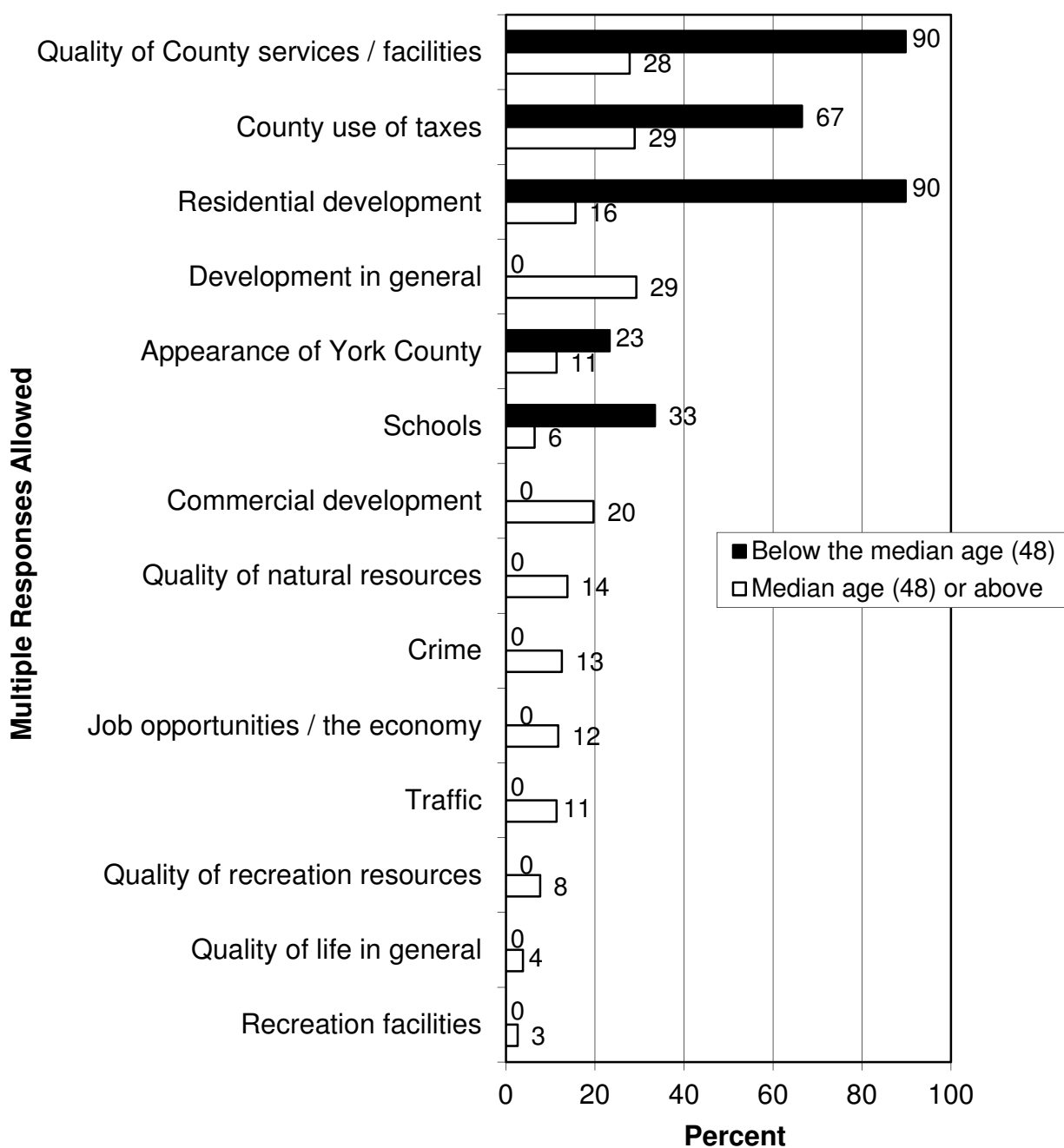
Q59. In general, do you think York County is getting better, staying the same, or getting worse?



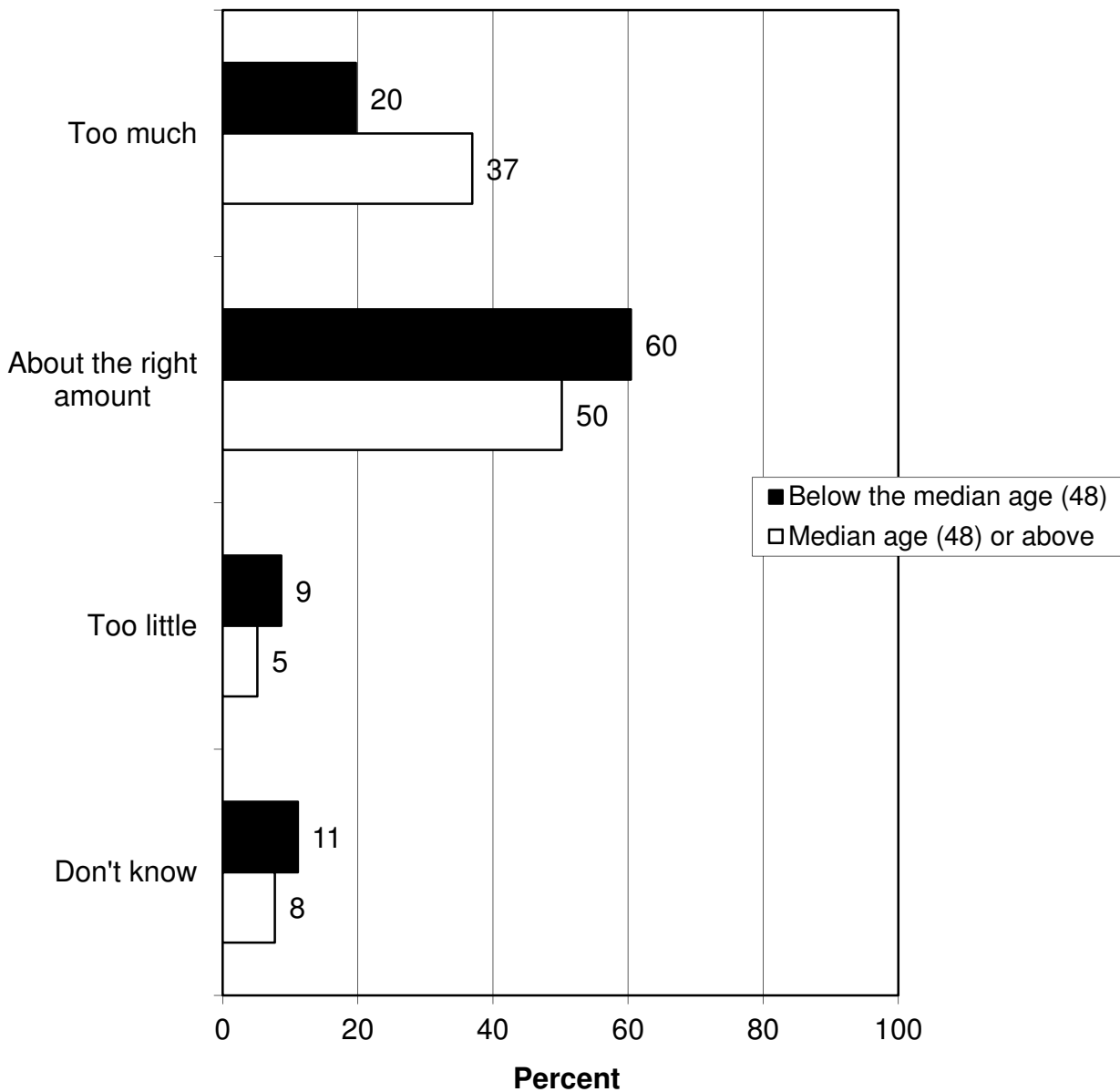
Q62. Specifically, what do you think has gotten better? (Asked of those who think York County is getting better in general.)



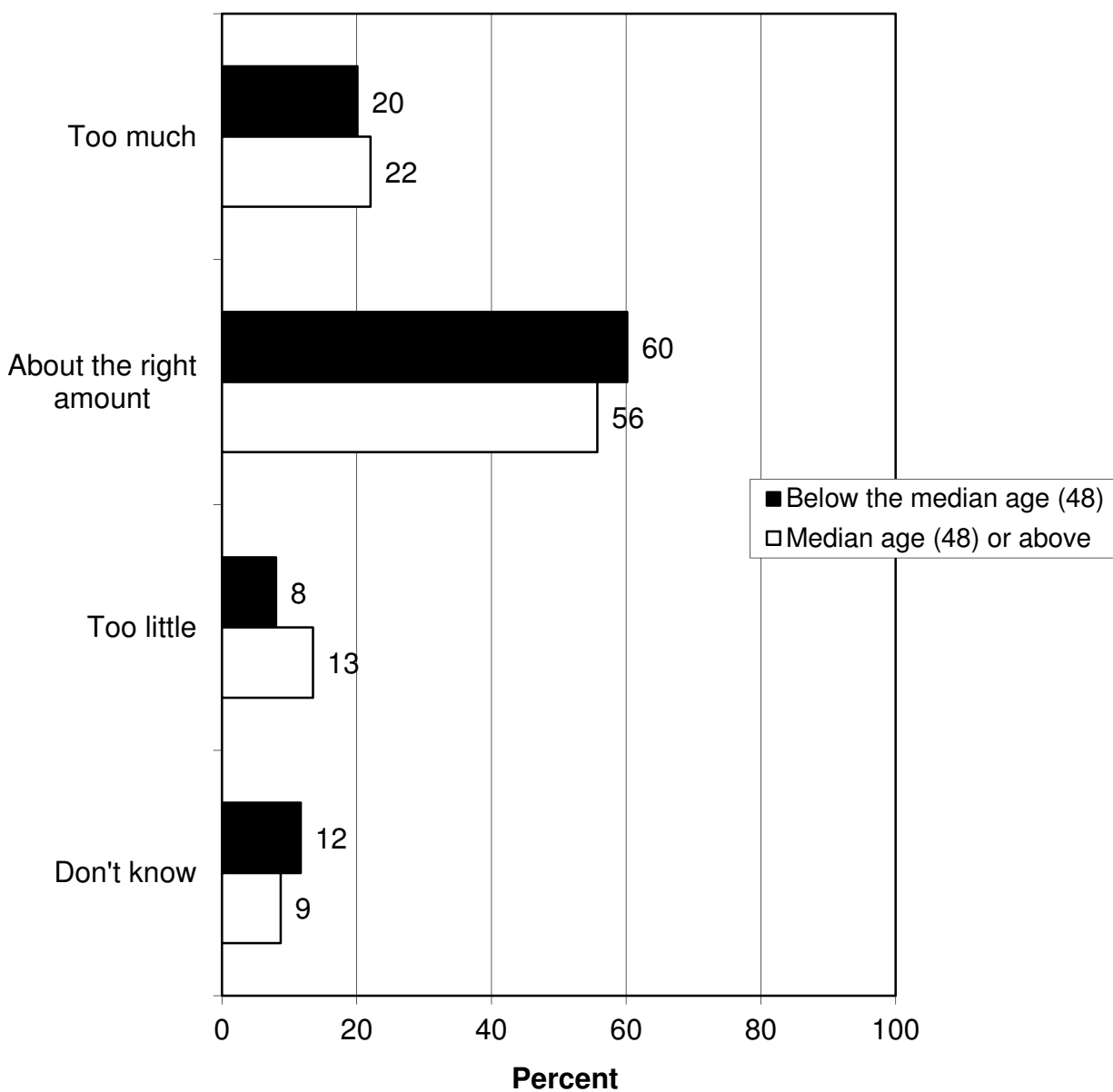
Q66. Specifically, what do you think has gotten worse? (Asked of those who think York County is getting worse in general.)



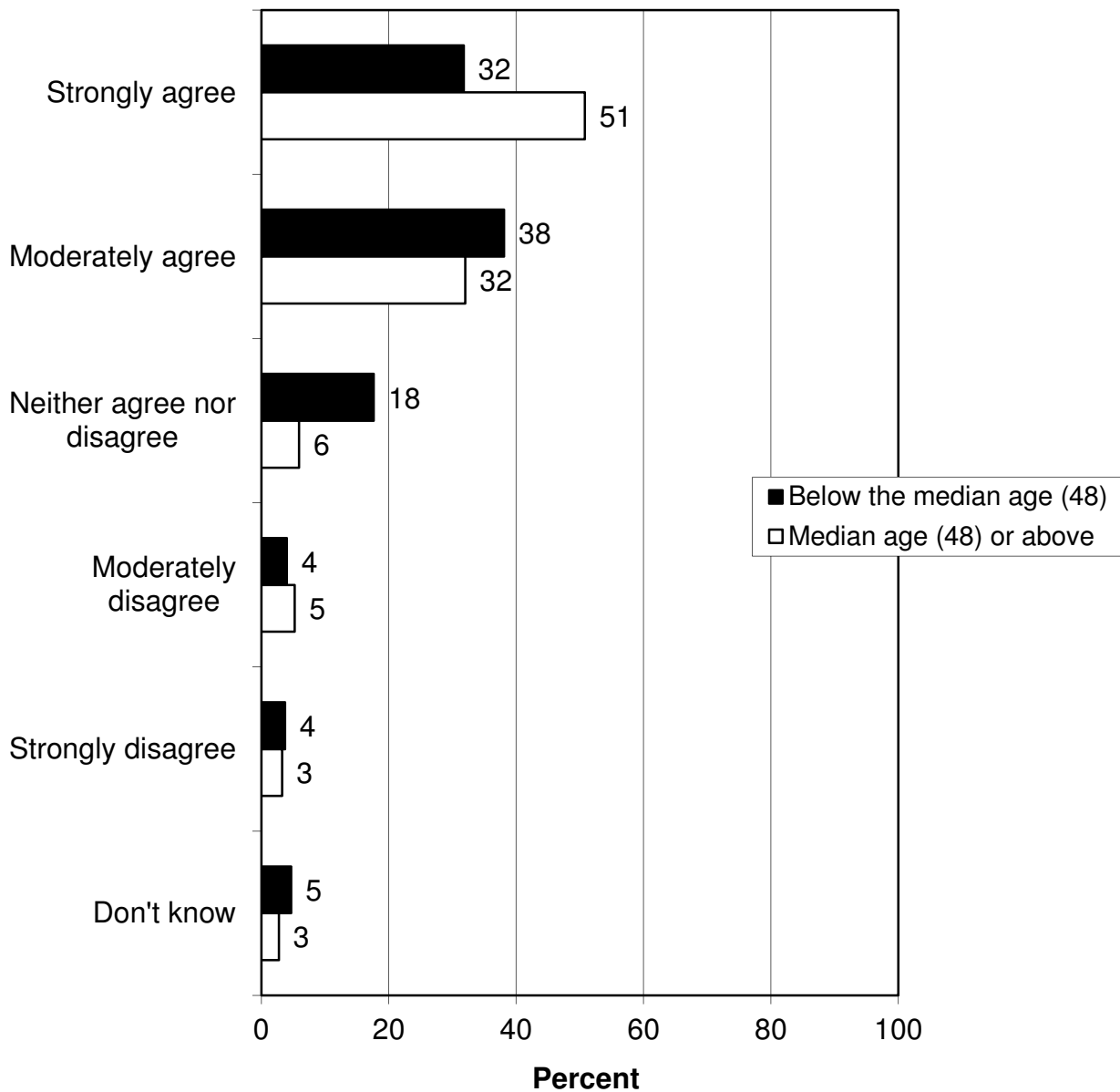
Q68. In your opinion, was the amount of new residential construction in York County in the past 5 years too much, about the right amount, or too little?



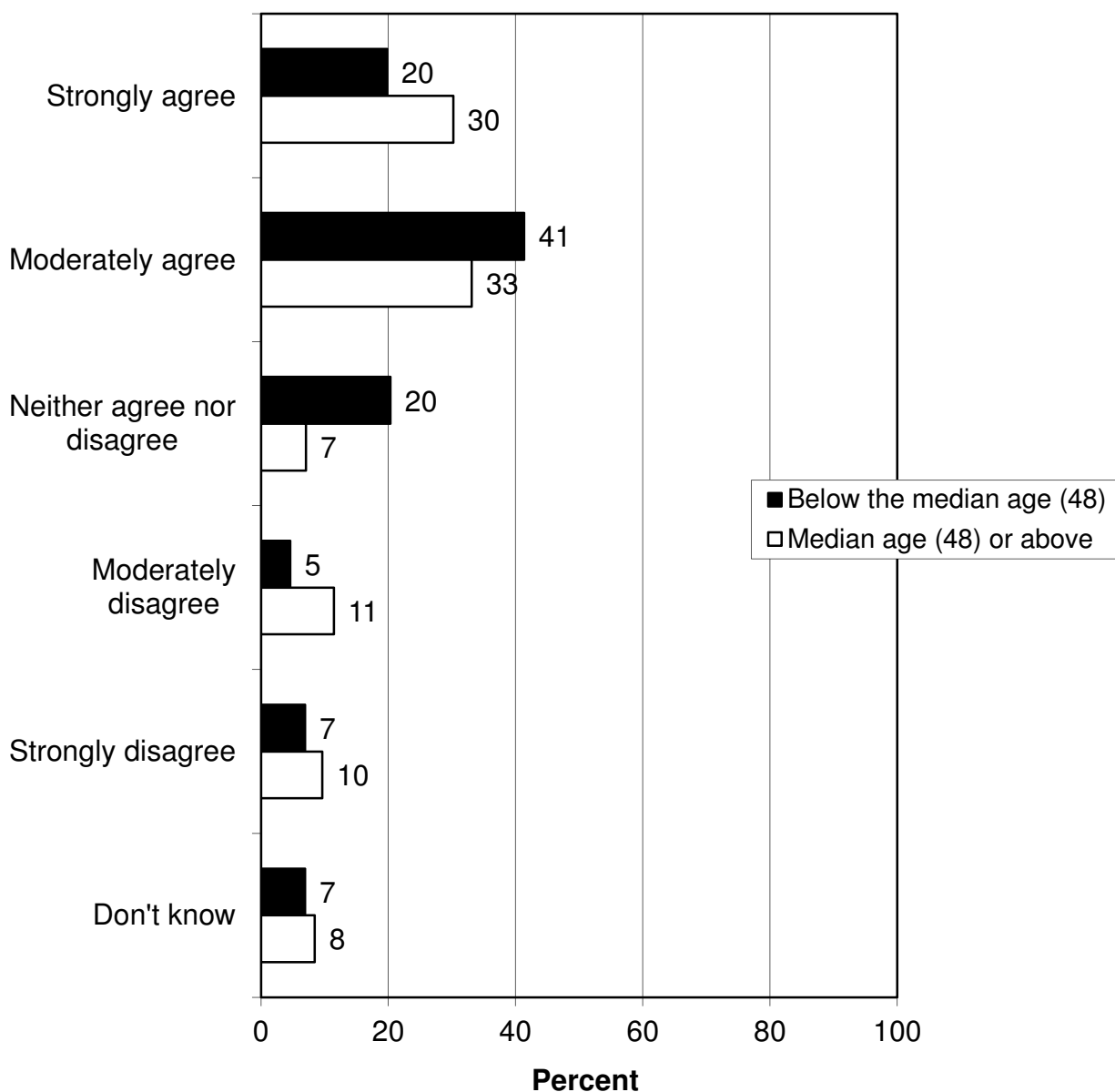
Q69. In your opinion, was the amount of new commercial construction in York County in the past 5 years too much, about the right amount, or too little?



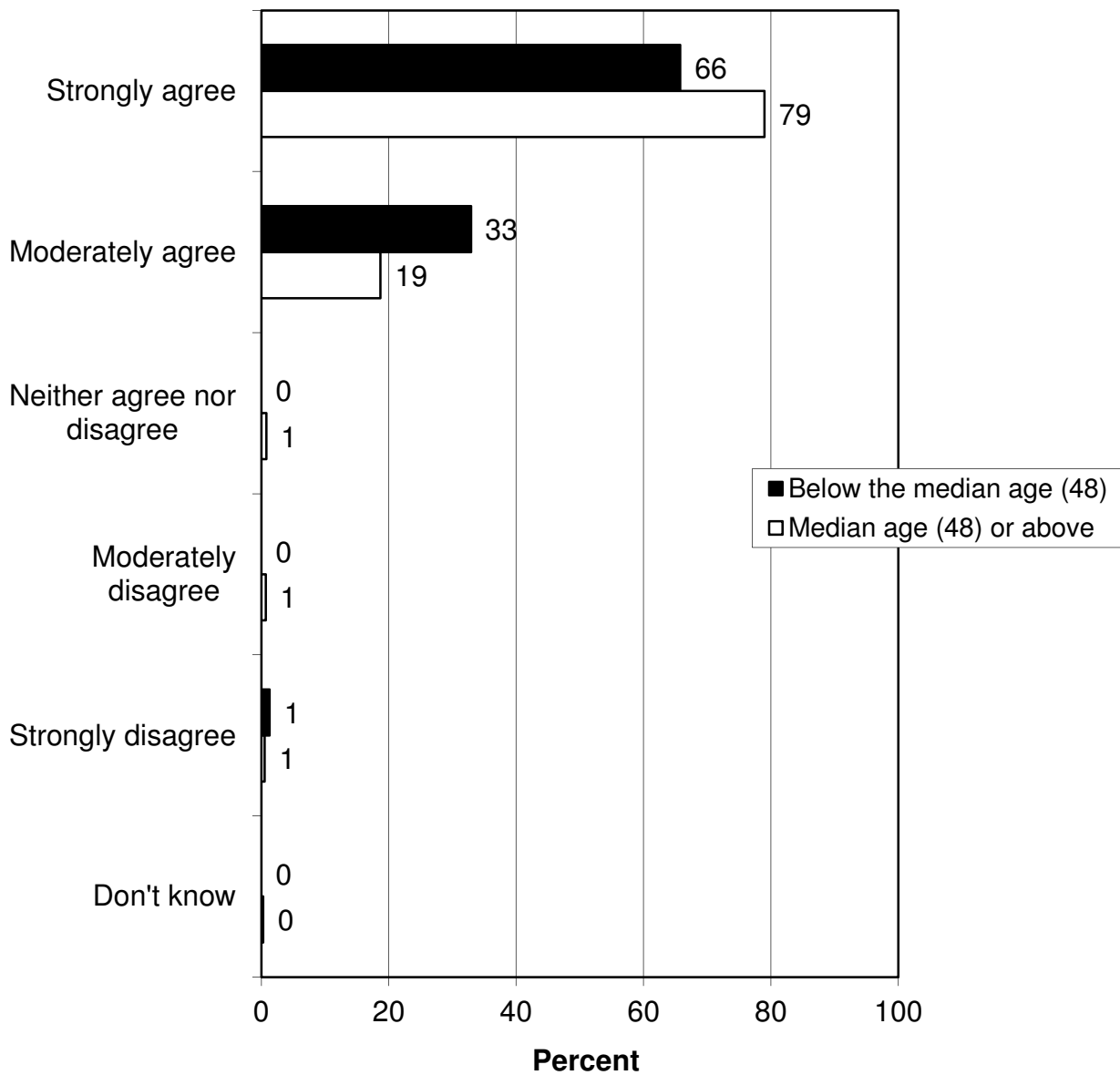
Q71. Before the County makes important decisions, citizens who want to be heard have an opportunity to express their opinions. (Do you agree or disagree with this statement?)



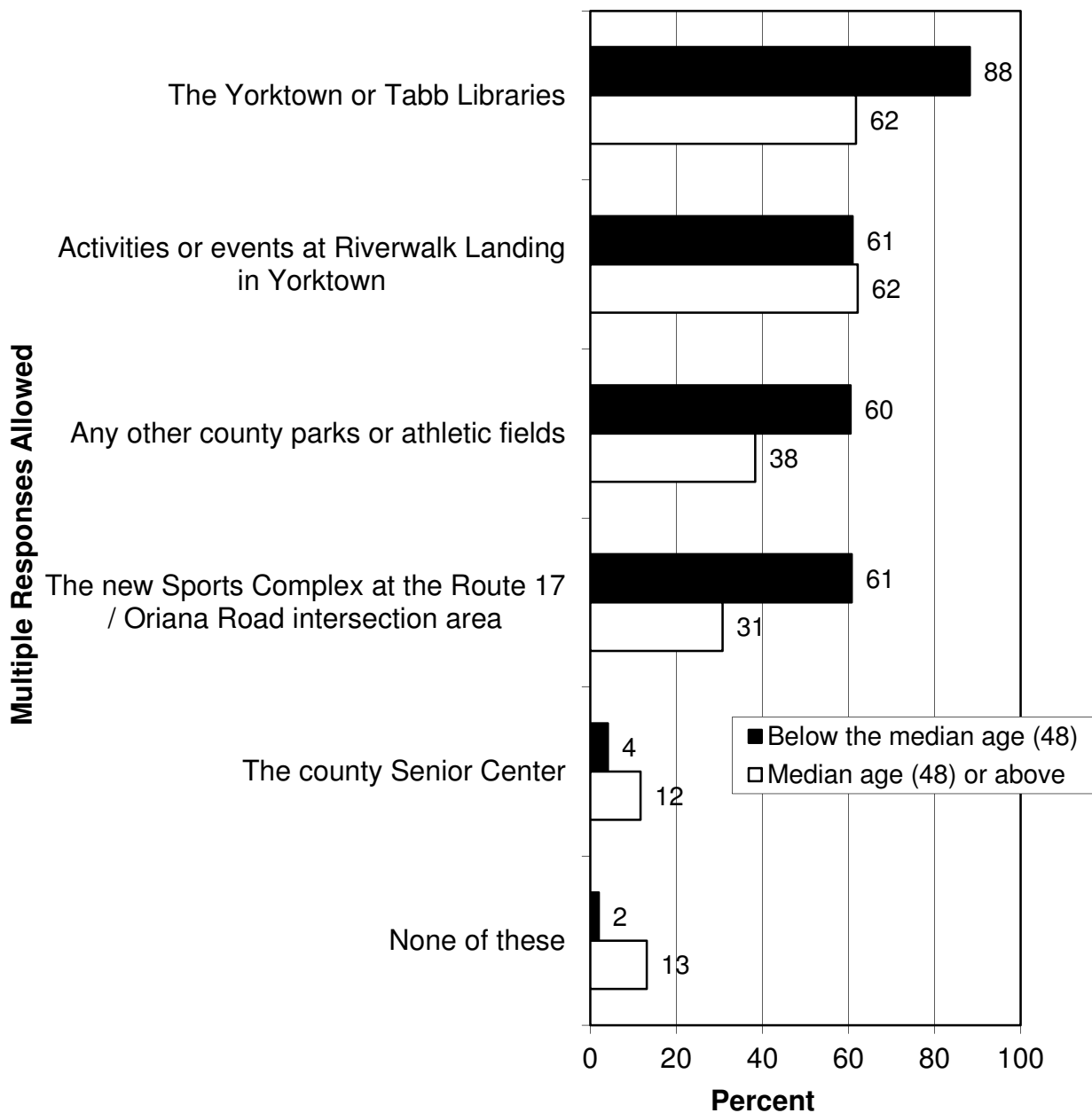
Q72. If I inform the County about how I feel on an issue, my opinion will be taken into consideration before a decision is made. (Do you agree or disagree with this statement?)



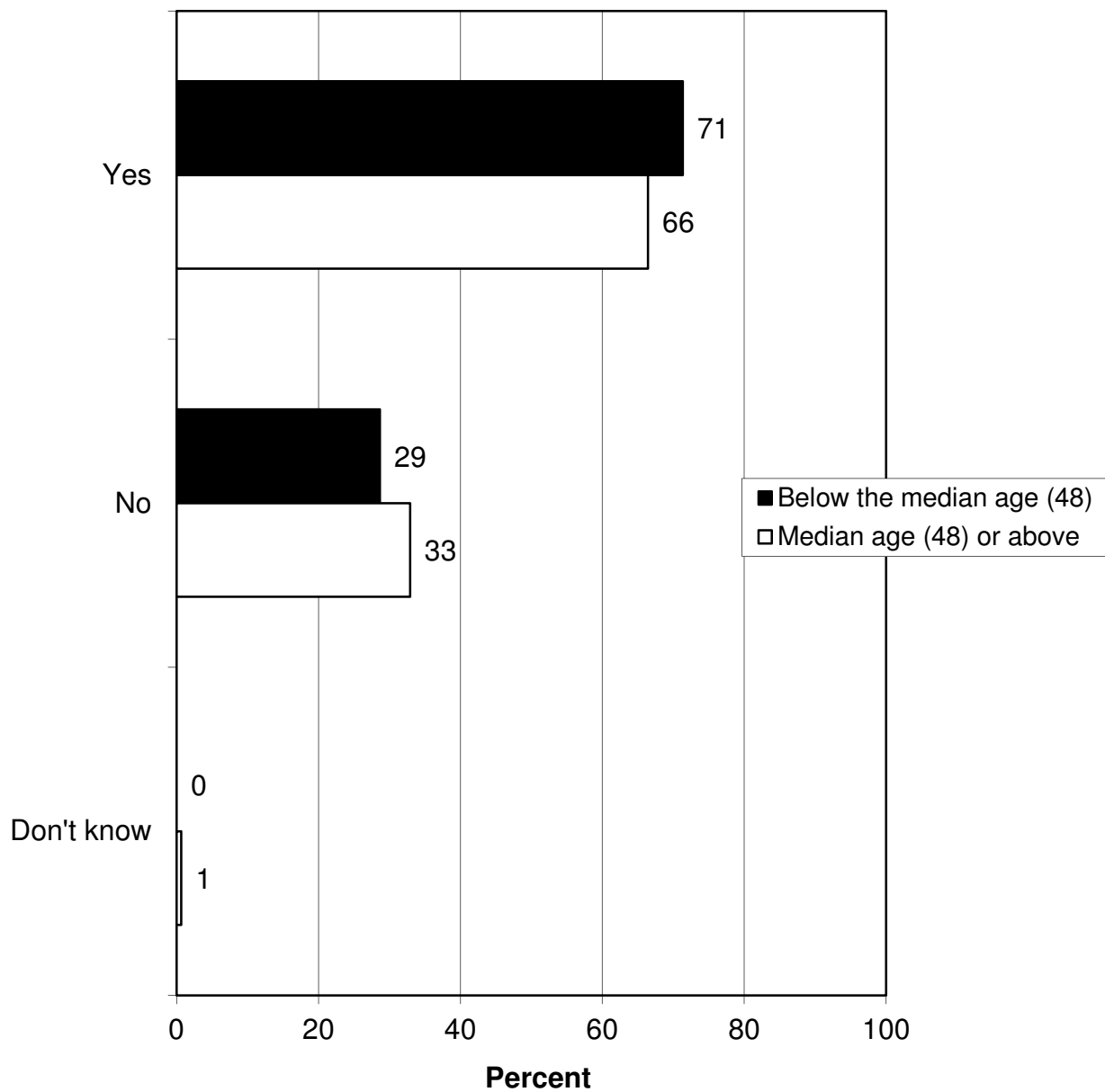
Q73. York County, in general, is a safe place to live. (Do you agree or disagree with this statement?)



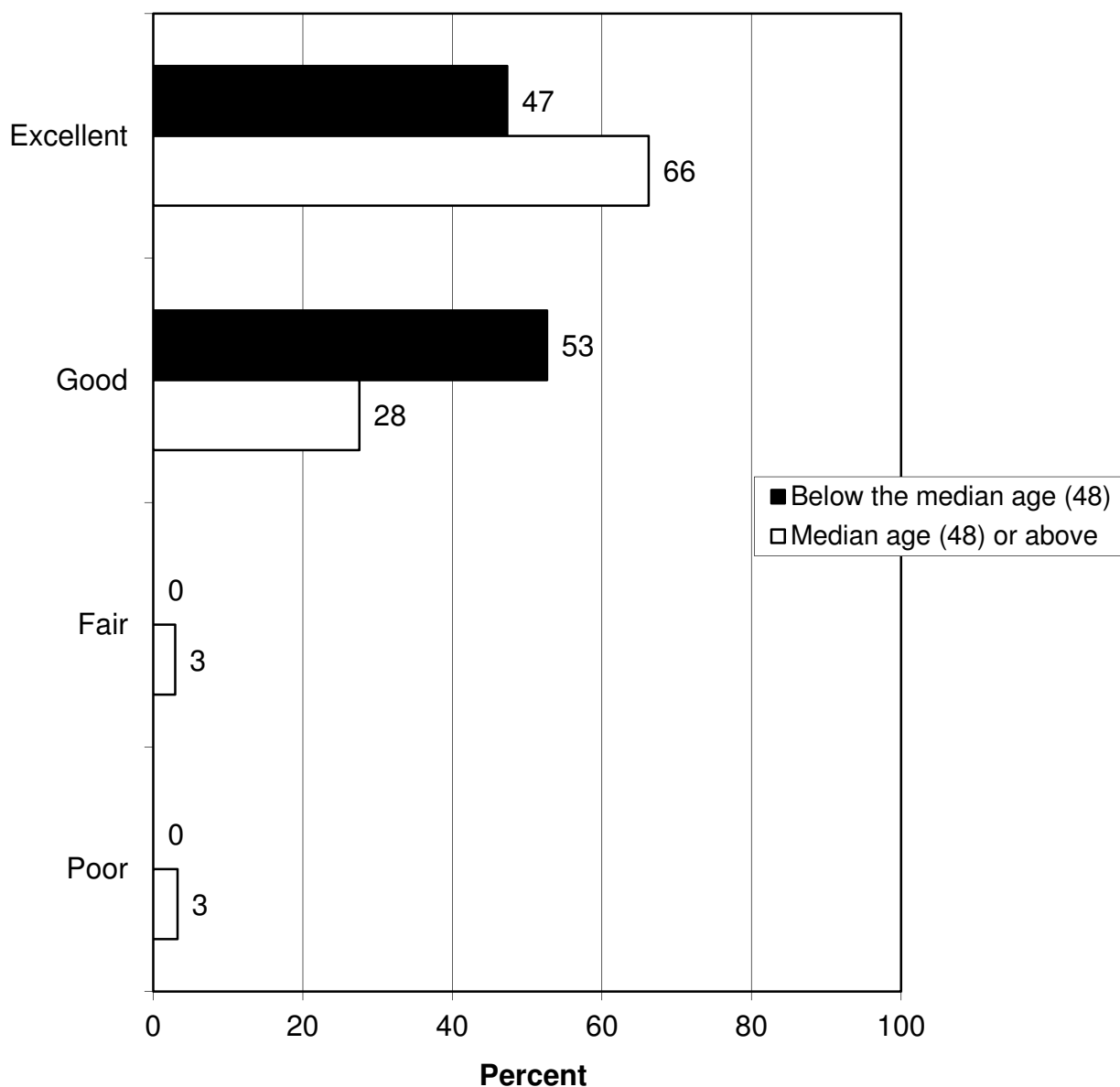
Q76. Next, I would like to know if you have visited or participated in any activities at any of the following in York County in the past 12 months? How about...?



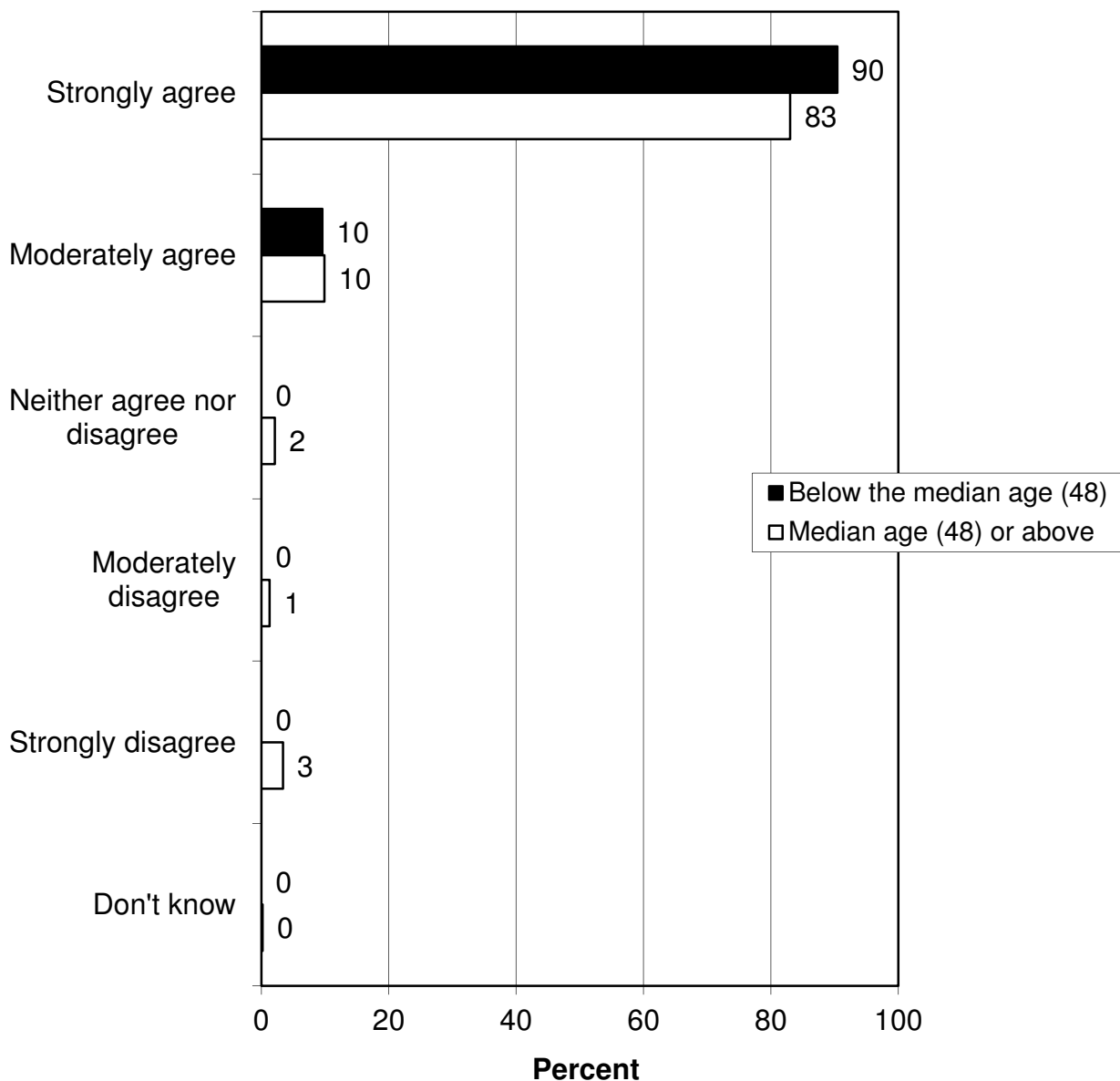
Q77. Have you had any personal interaction with a York County employee in the past 12 months in person, by telephone, by e-mail, or by mail?



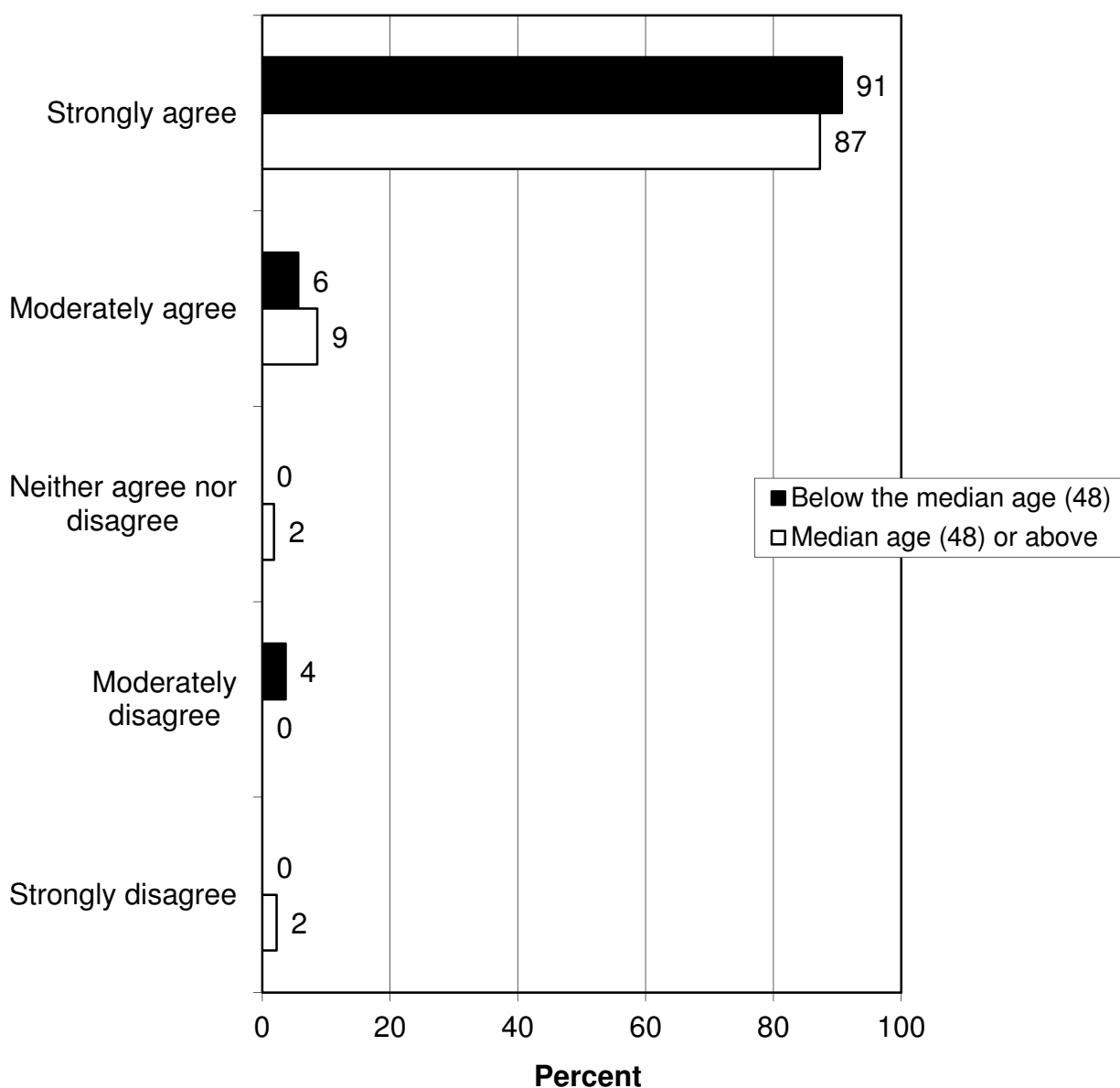
Q78. In general, how would you rate the quality of your interaction with York County employees in the past 12 months? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)



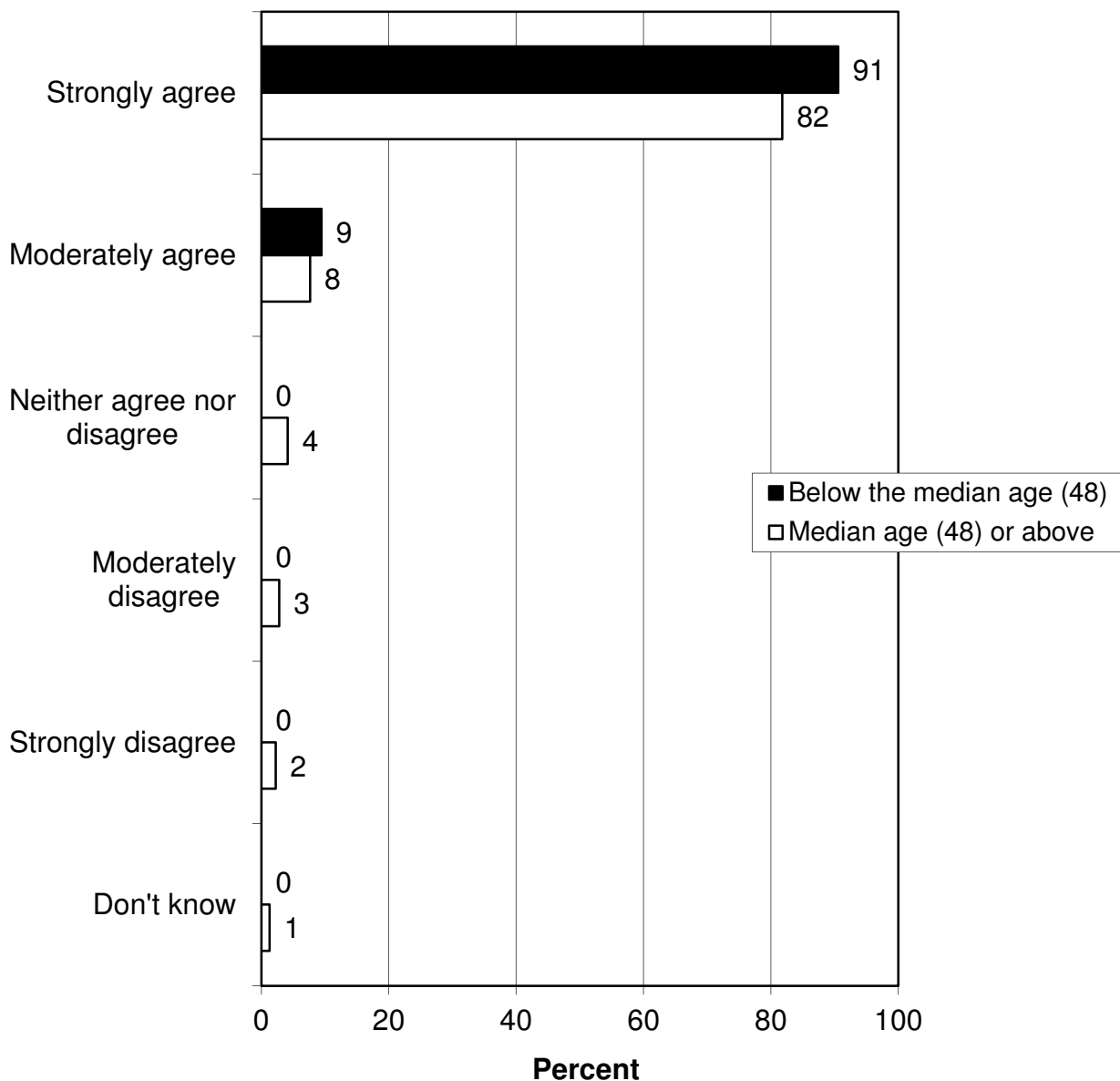
Q80. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was responsive? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)



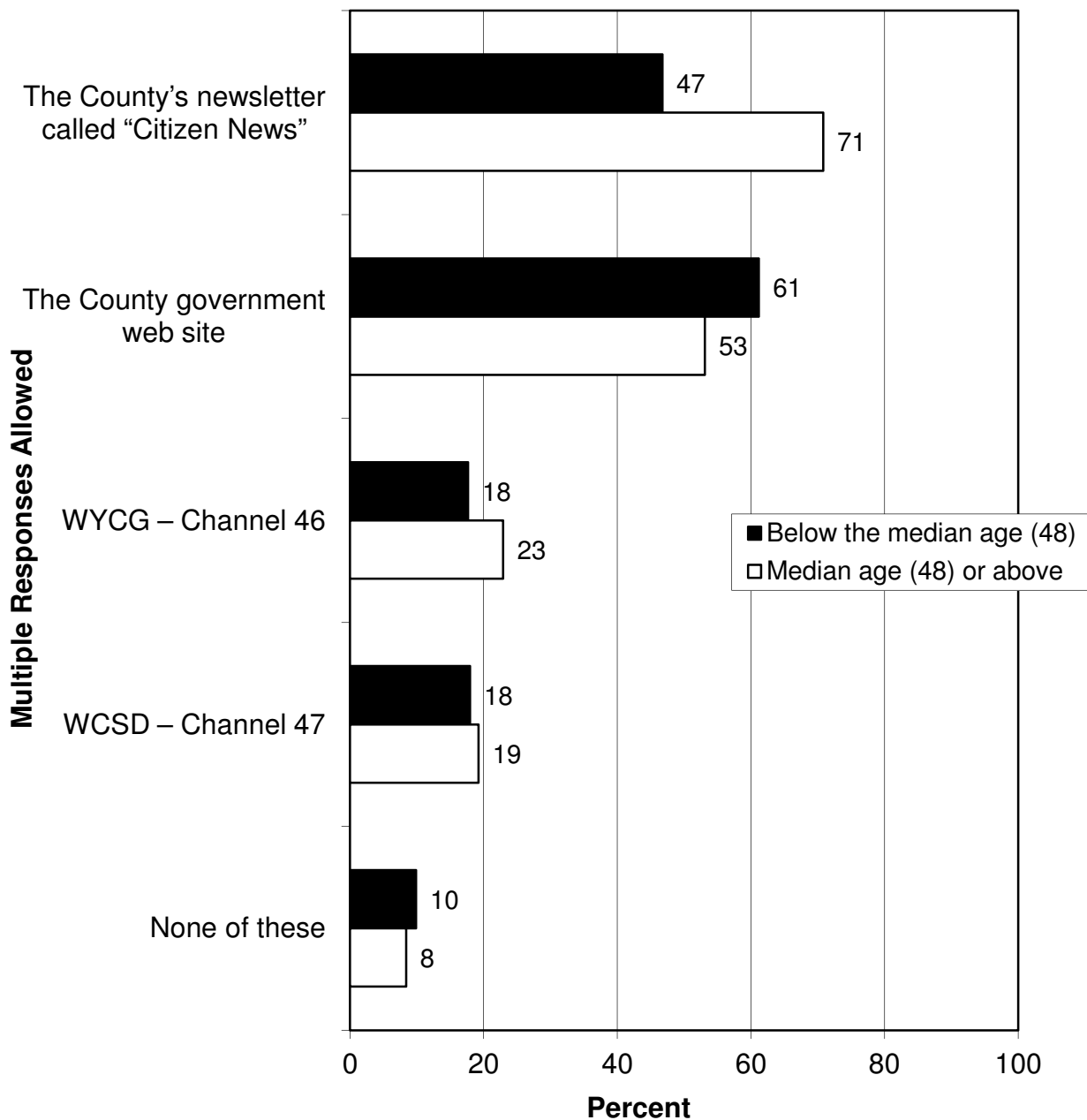
Q81. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was courteous? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)



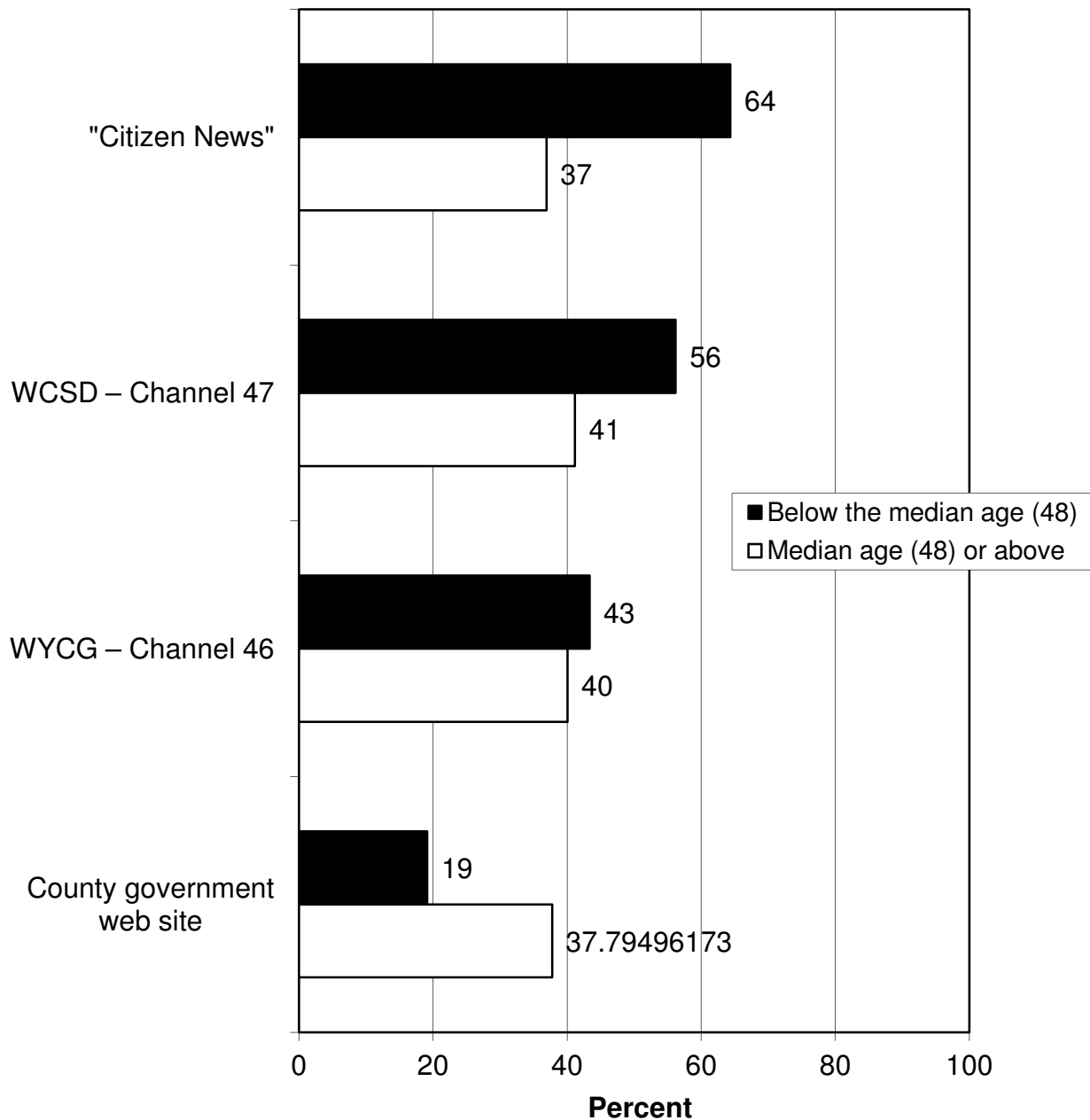
Q82. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was knowledgeable? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)



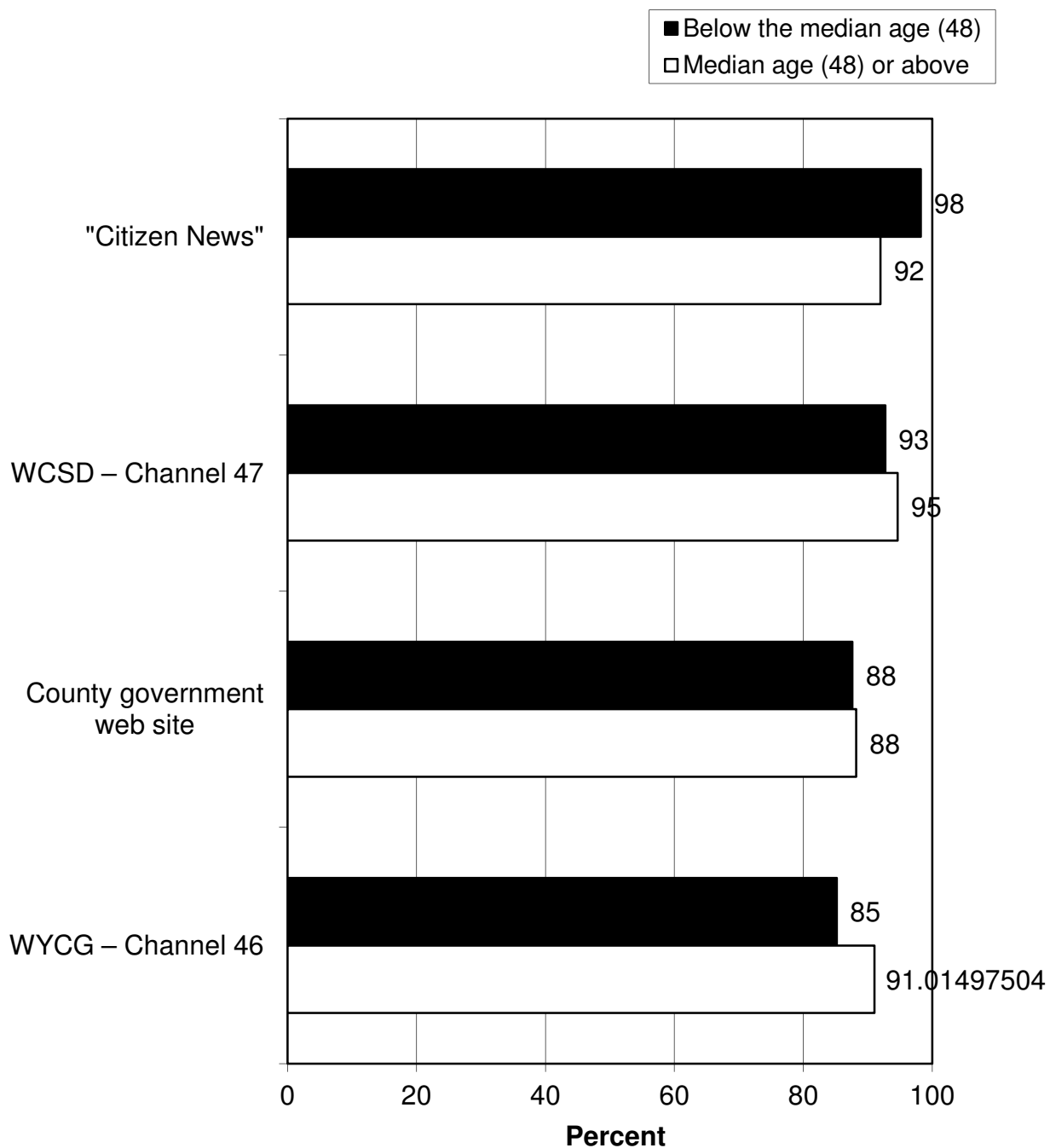
Q85. From which of the following sources do you get information about County services, programs, and/or government affairs? How about...?



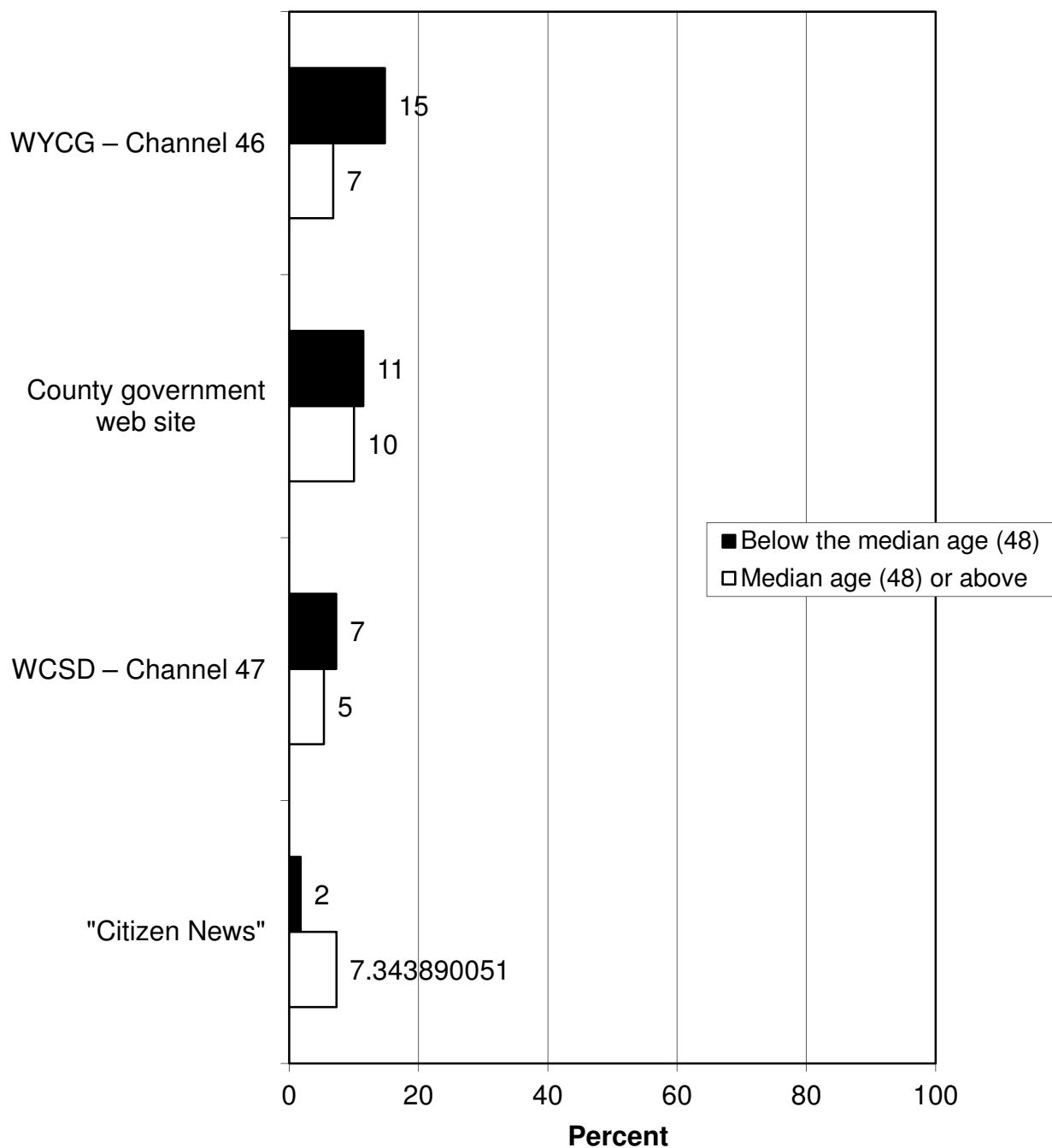
**Q87-Q89. Percent who rated the following
excellent as a source of information about
County services, programs, and/or government
affairs.**



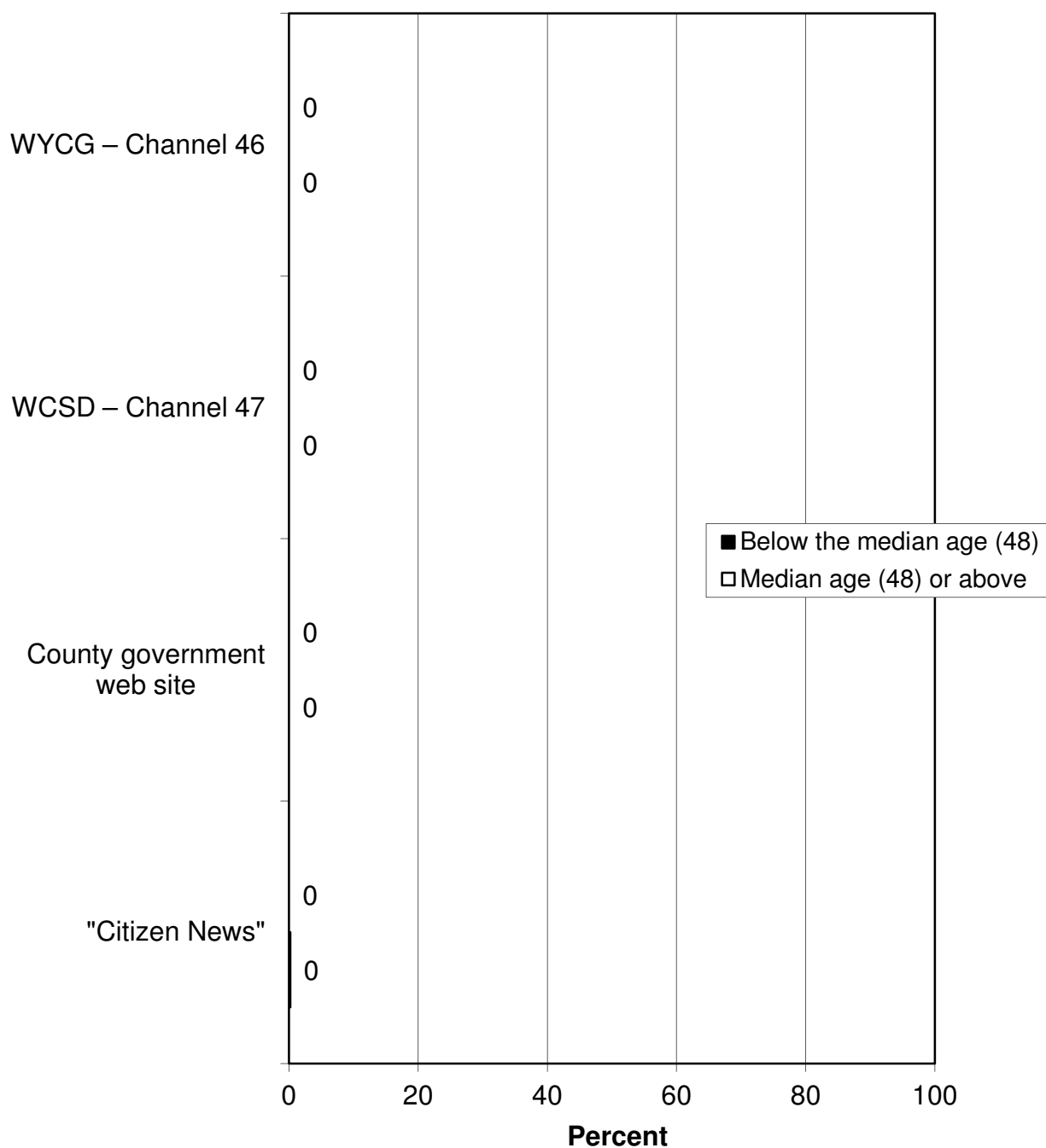
**Q87-Q89. Percent who rated the following
excellent or good as a source of information
about County services, programs, and/or
government affairs.**



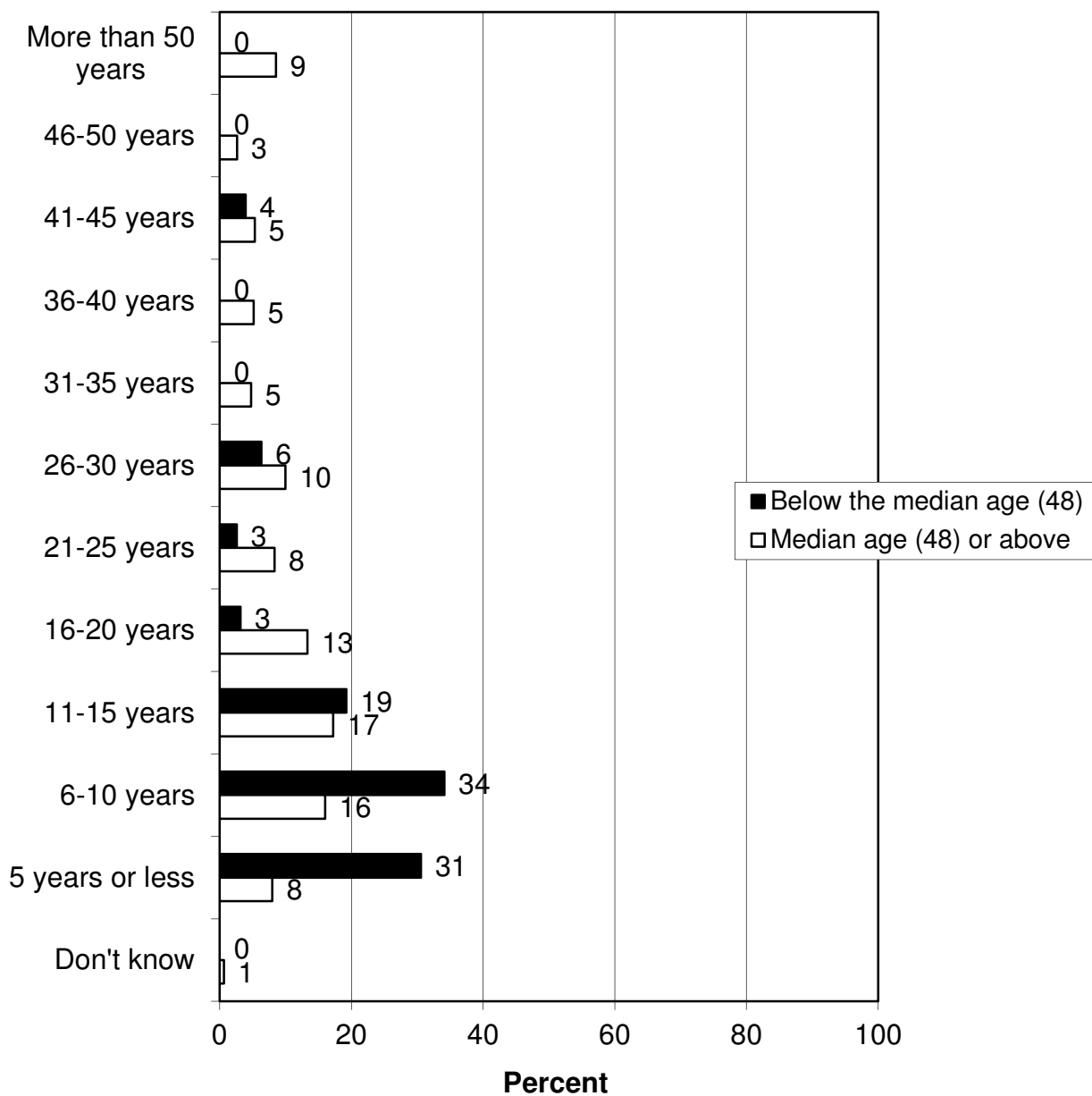
Q87-Q89. Percent who rated the following fair or poor as a source of information about County services, programs, and/or government affairs.

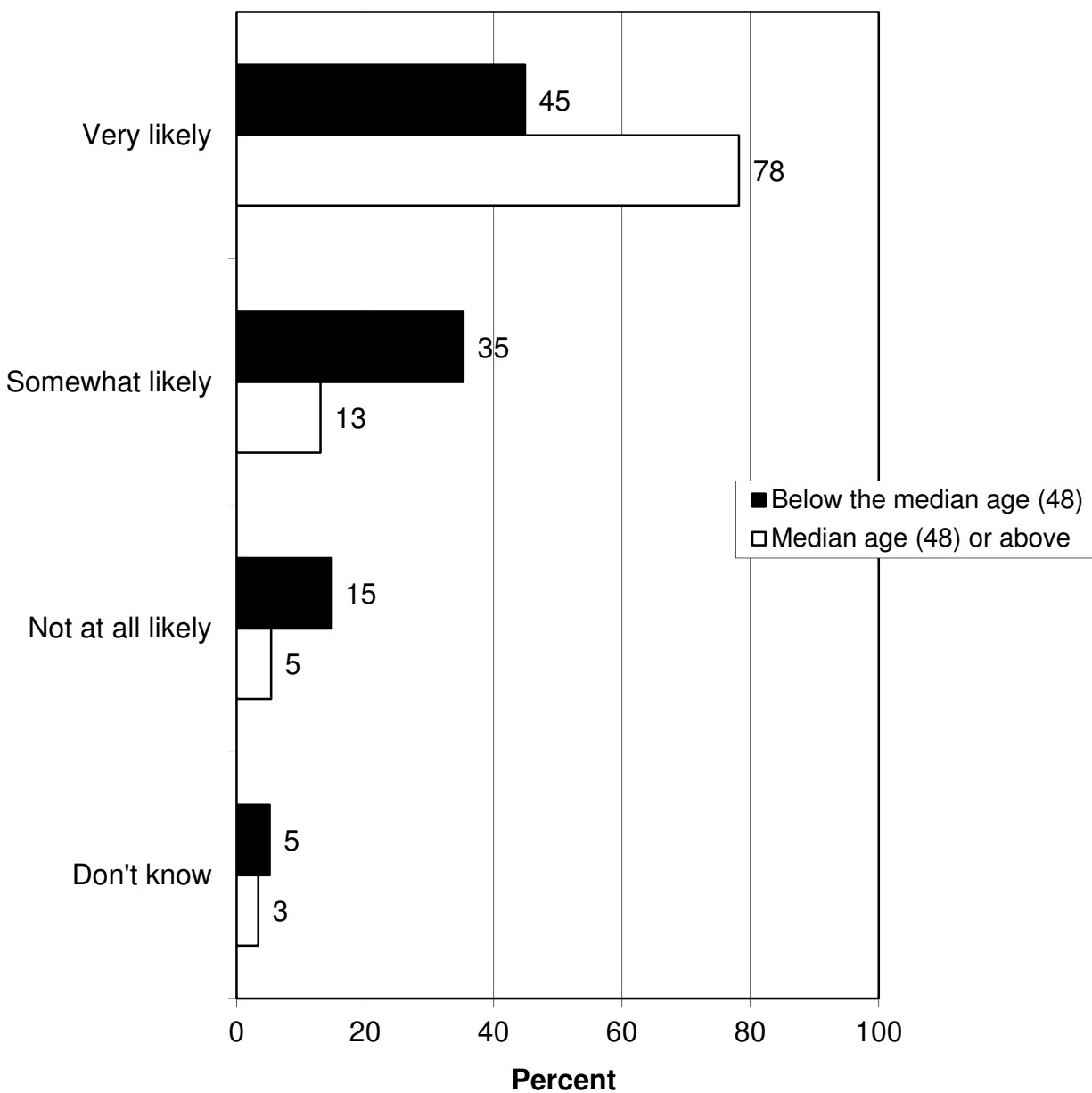


Q87-Q89. Percent who rated the following poor as a source of information about County services, programs, and/or government affairs.

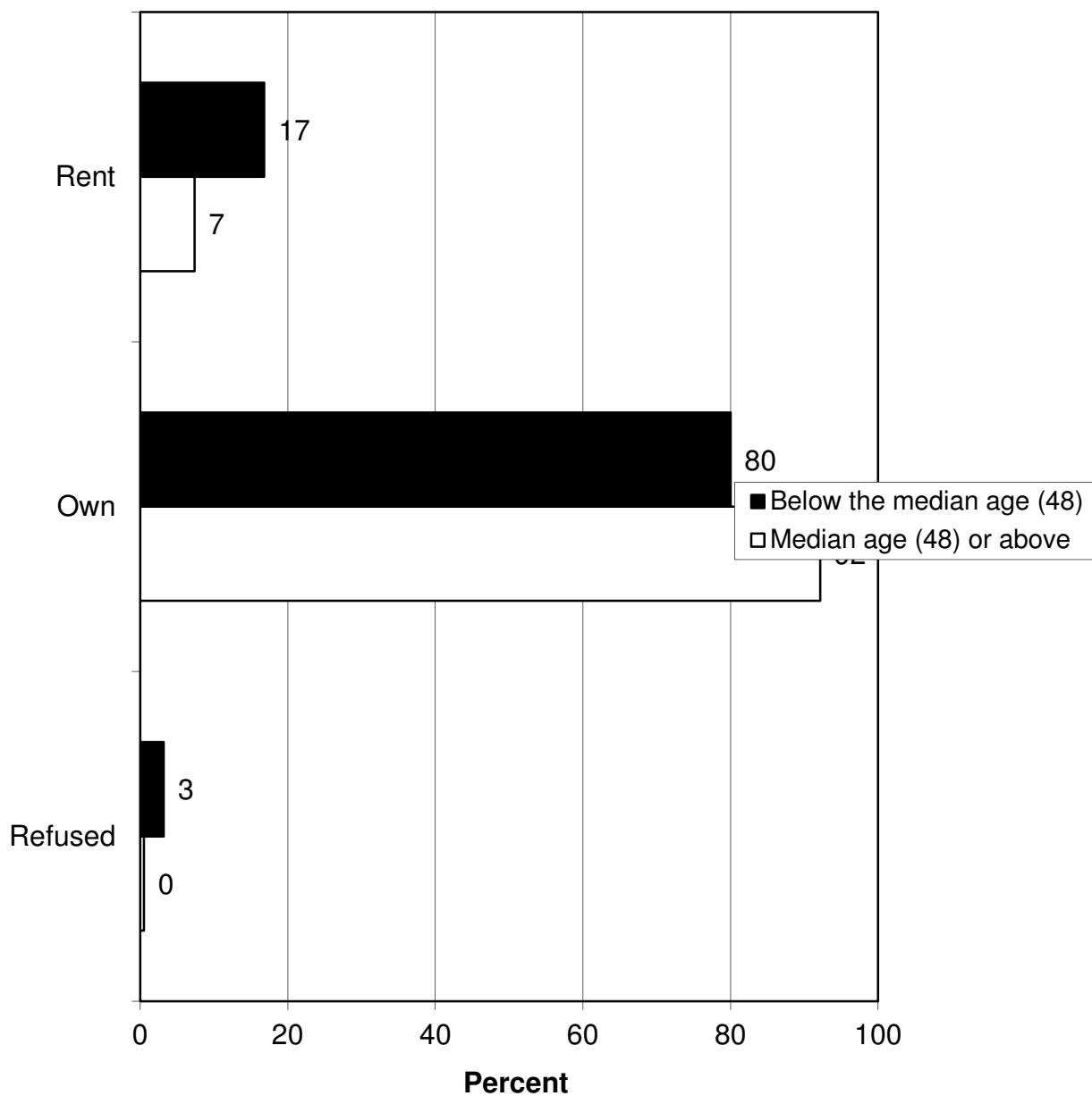


Q93. How many years have you lived in York County?

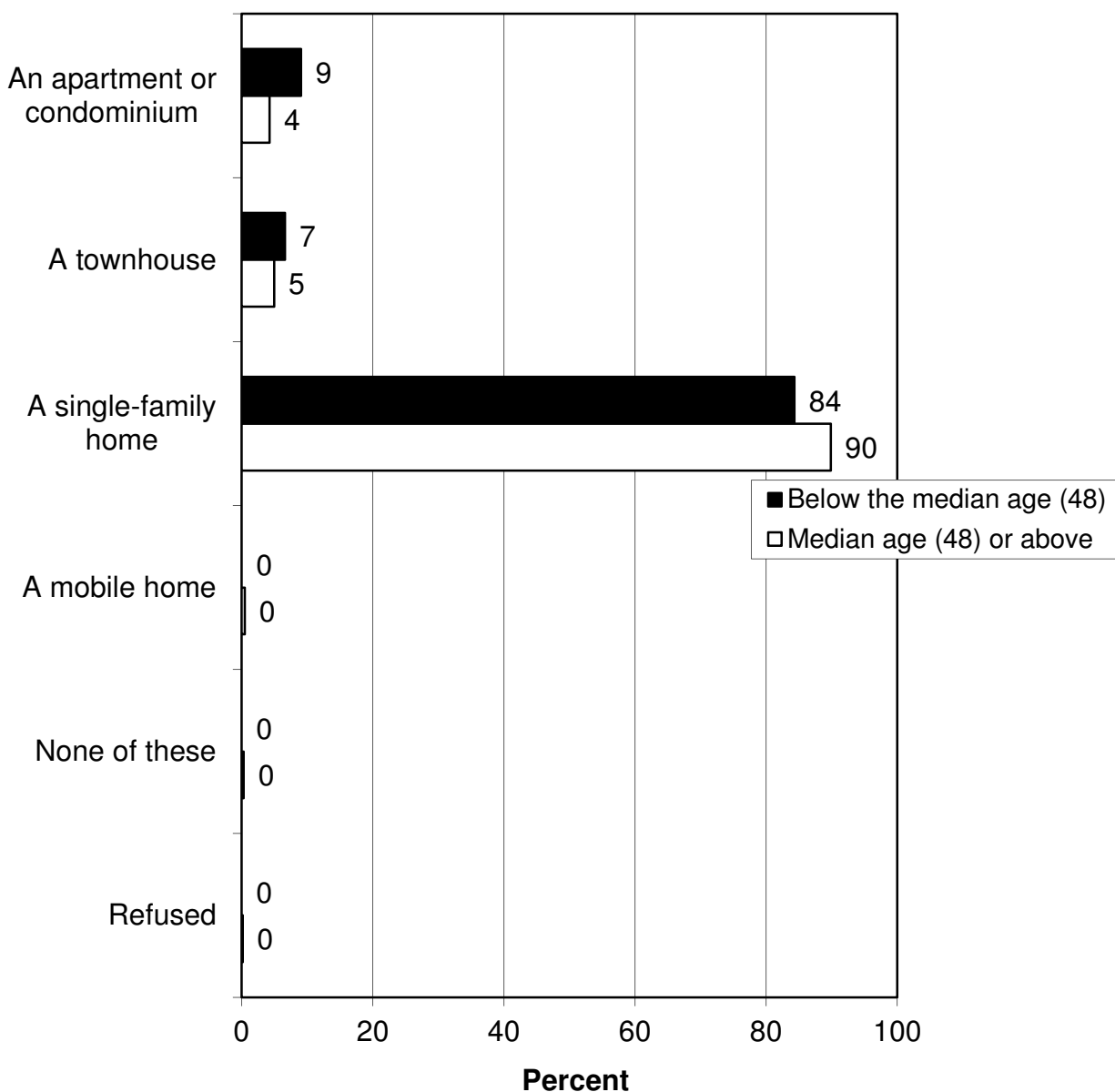


Q96. How likely are you to be living in York County 5 years from now?

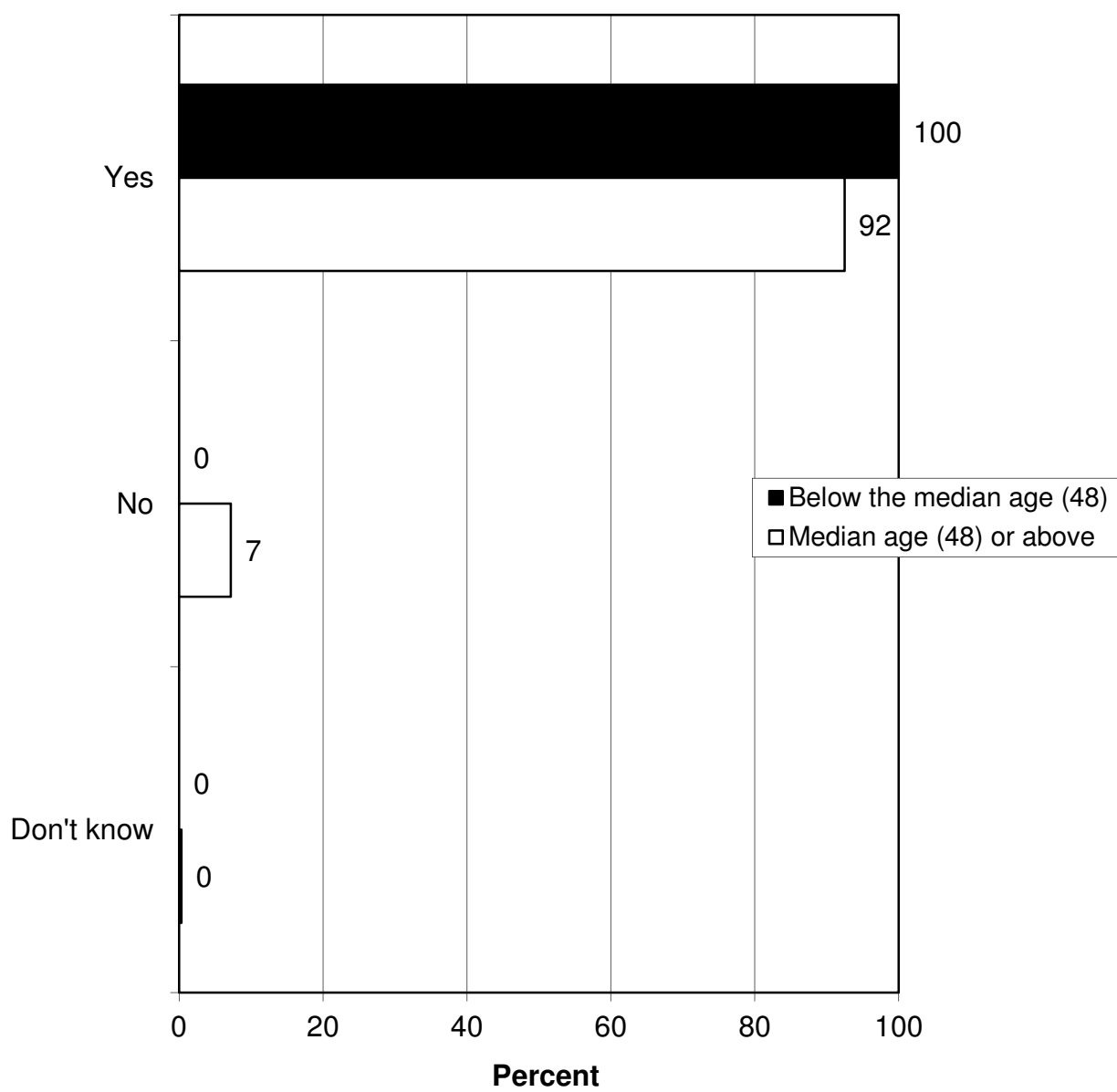
Q97. Do you rent or own your current place of residence?

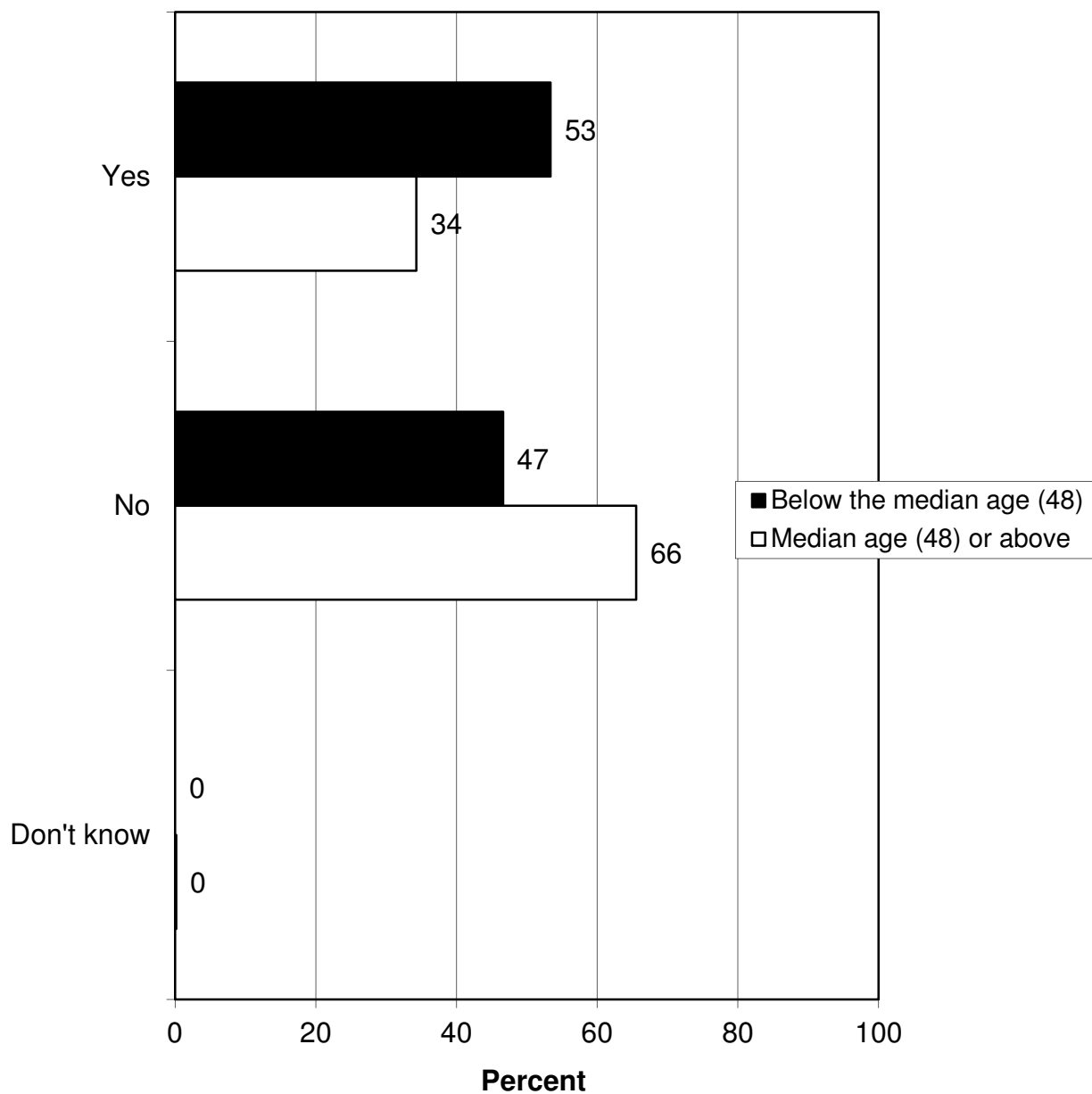


Q98. Do you consider your place of residence to be an apartment or condominium, a townhouse, a single-family home, a mobile home, or none of these?

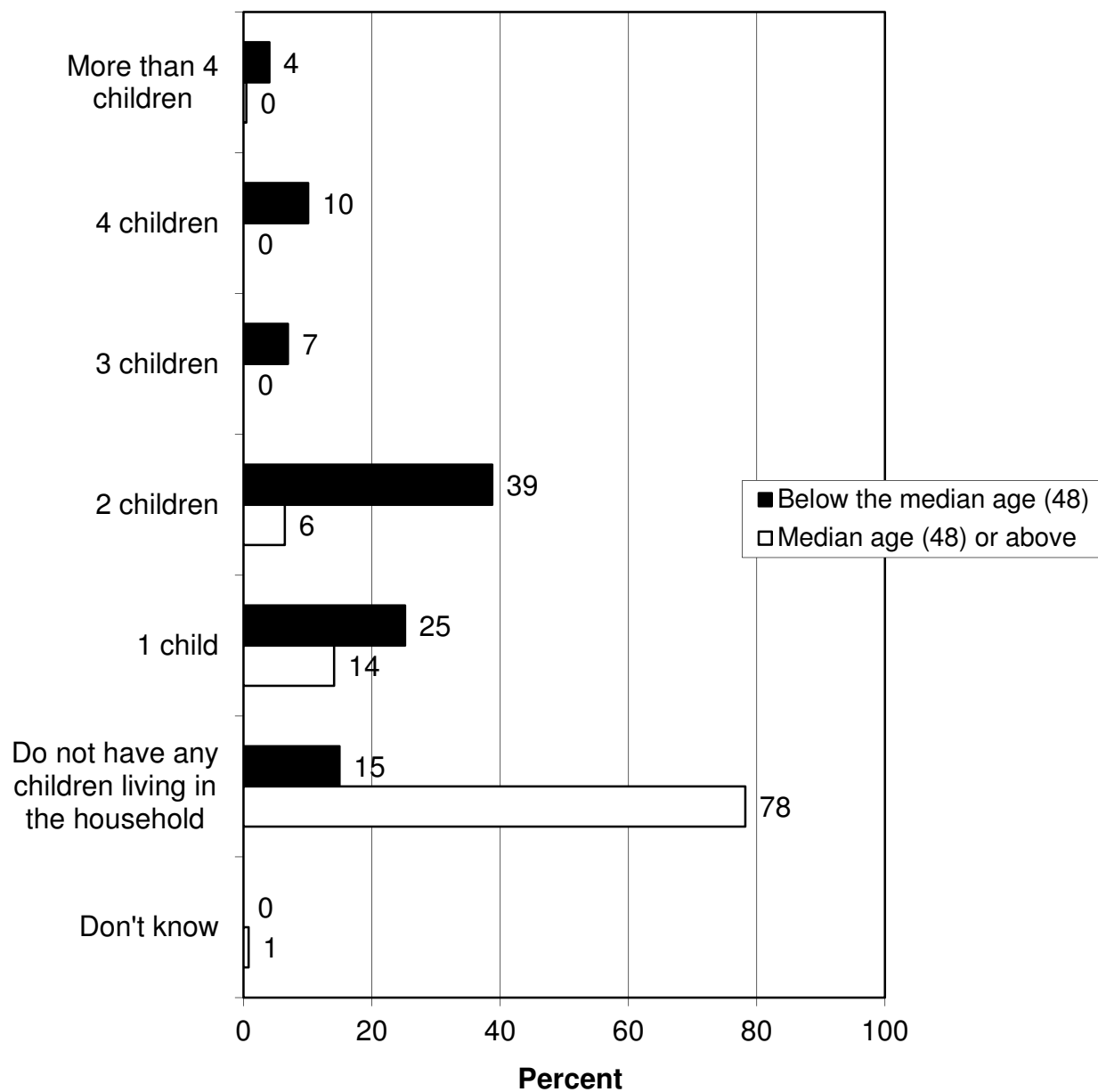


Q100. Do you have Internet access in your home?

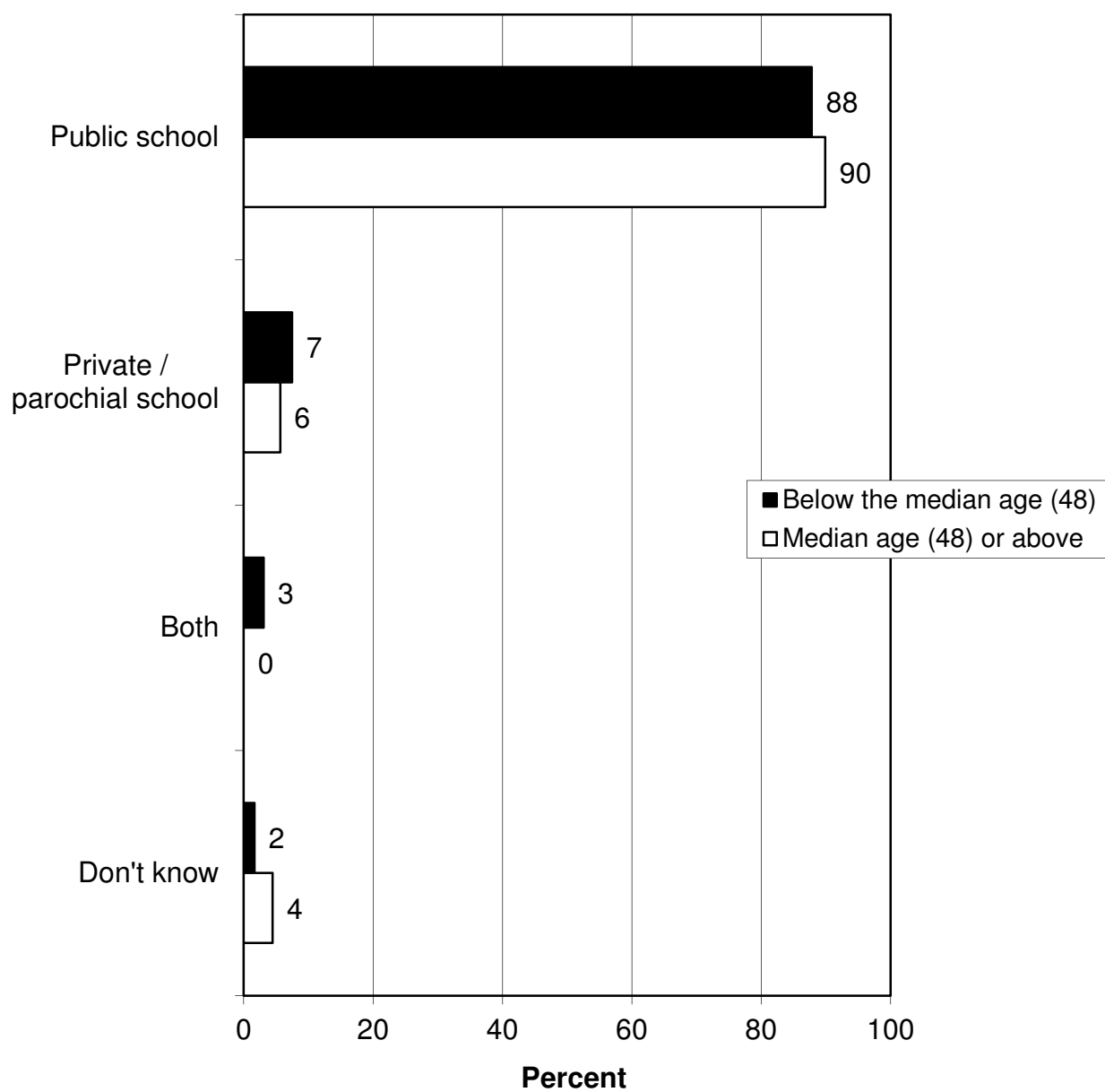


Q101. Is anyone in your household on active military duty or a military retiree?

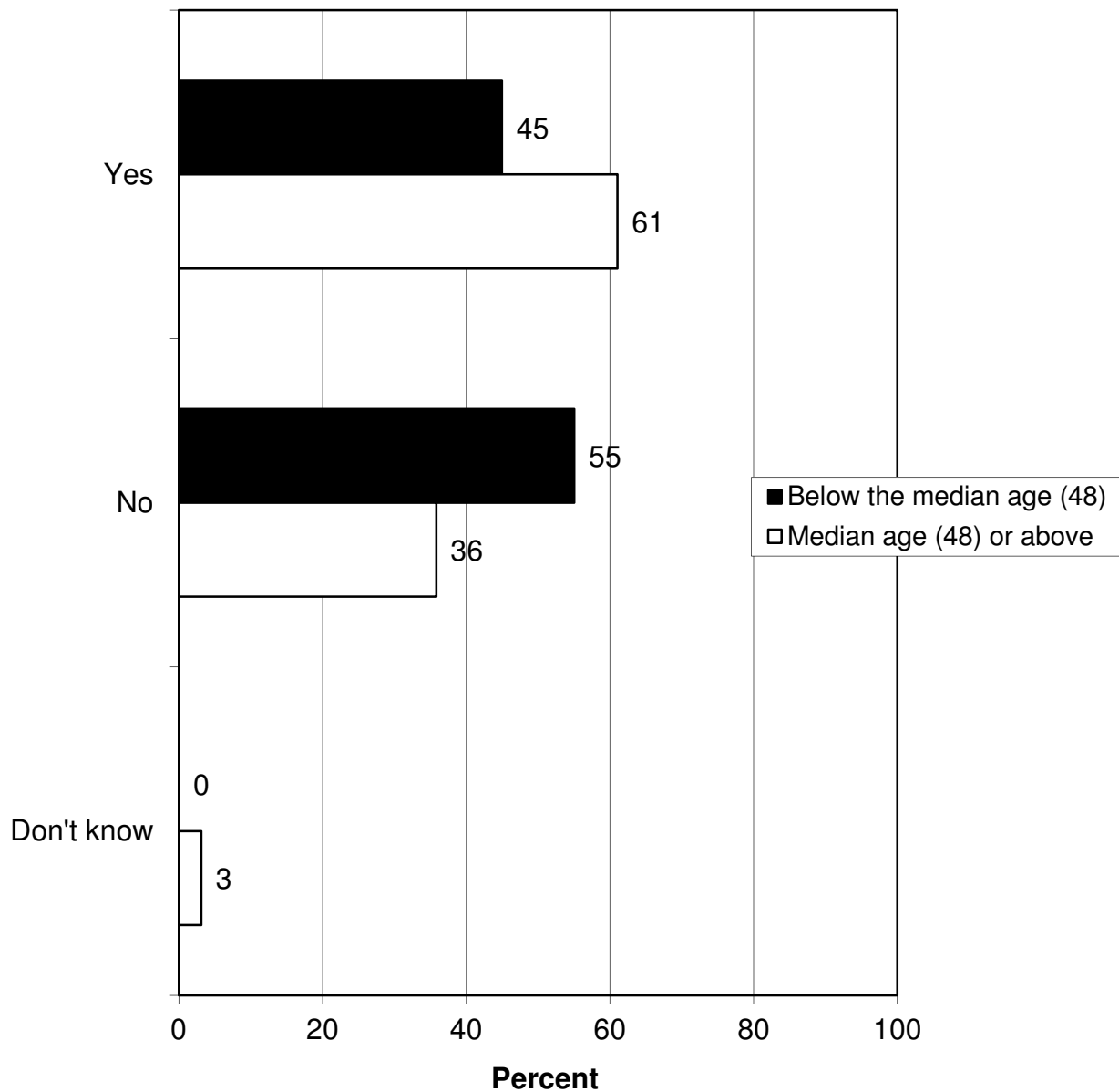
Q102. How many children, age 17 or younger, do you have living in your household?

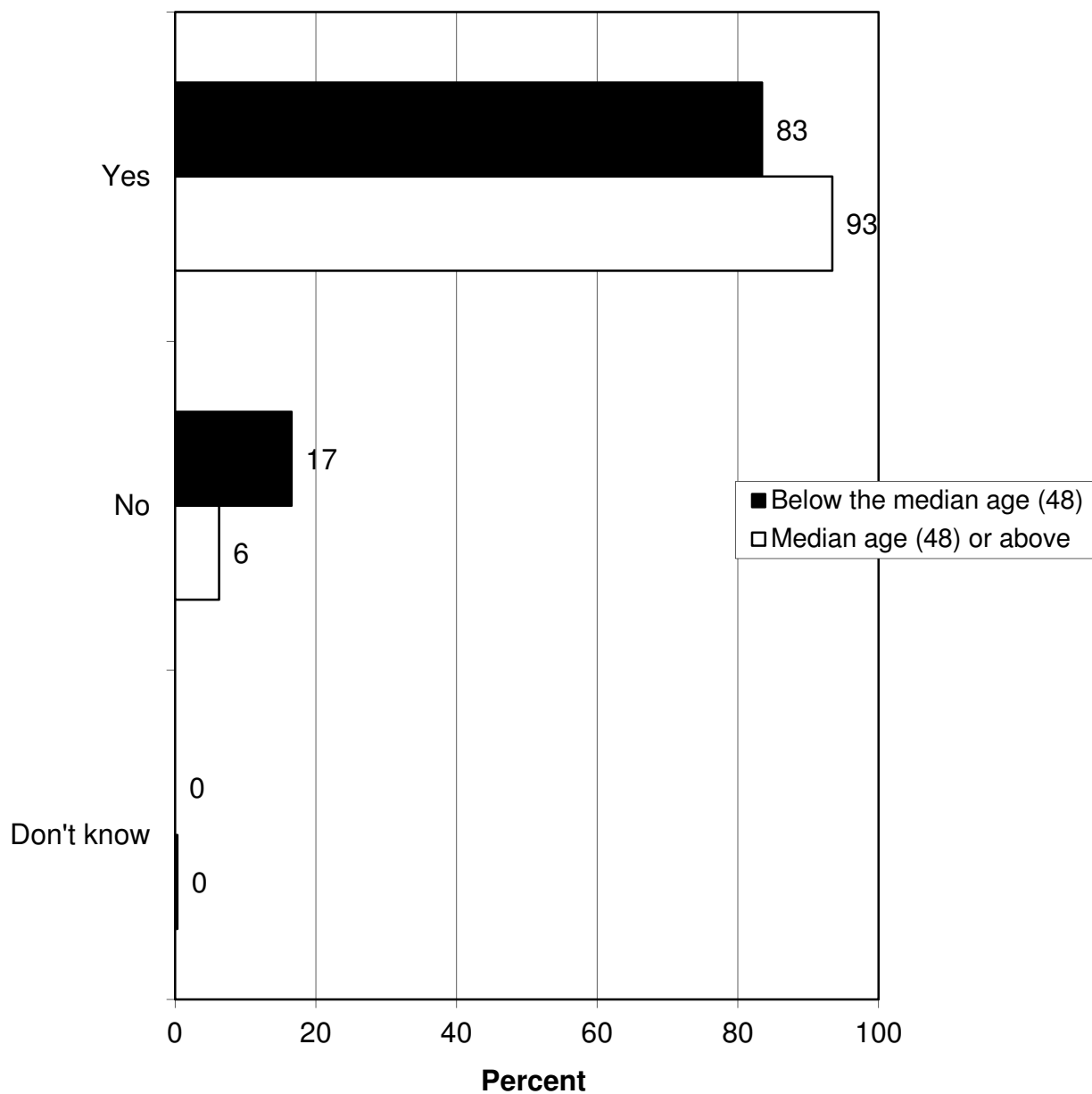


Q107. [Is/Are] the [child/children] living in your household currently attending public school or private / parochial school in York County?

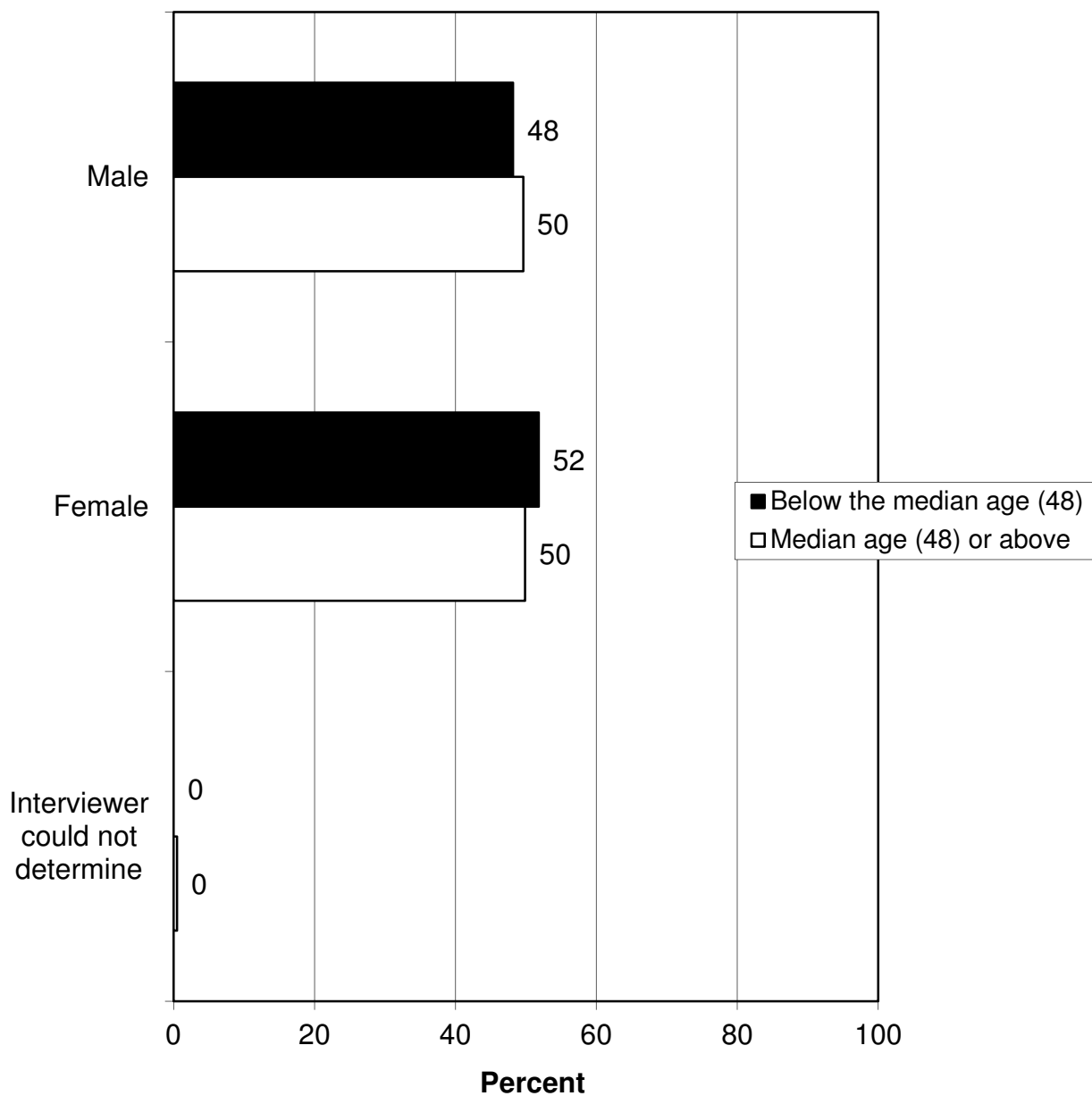


Q108. [Has/Have] the [child/children] living in your household participated in any youth recreation programs or leagues in York County in the past 12 months?



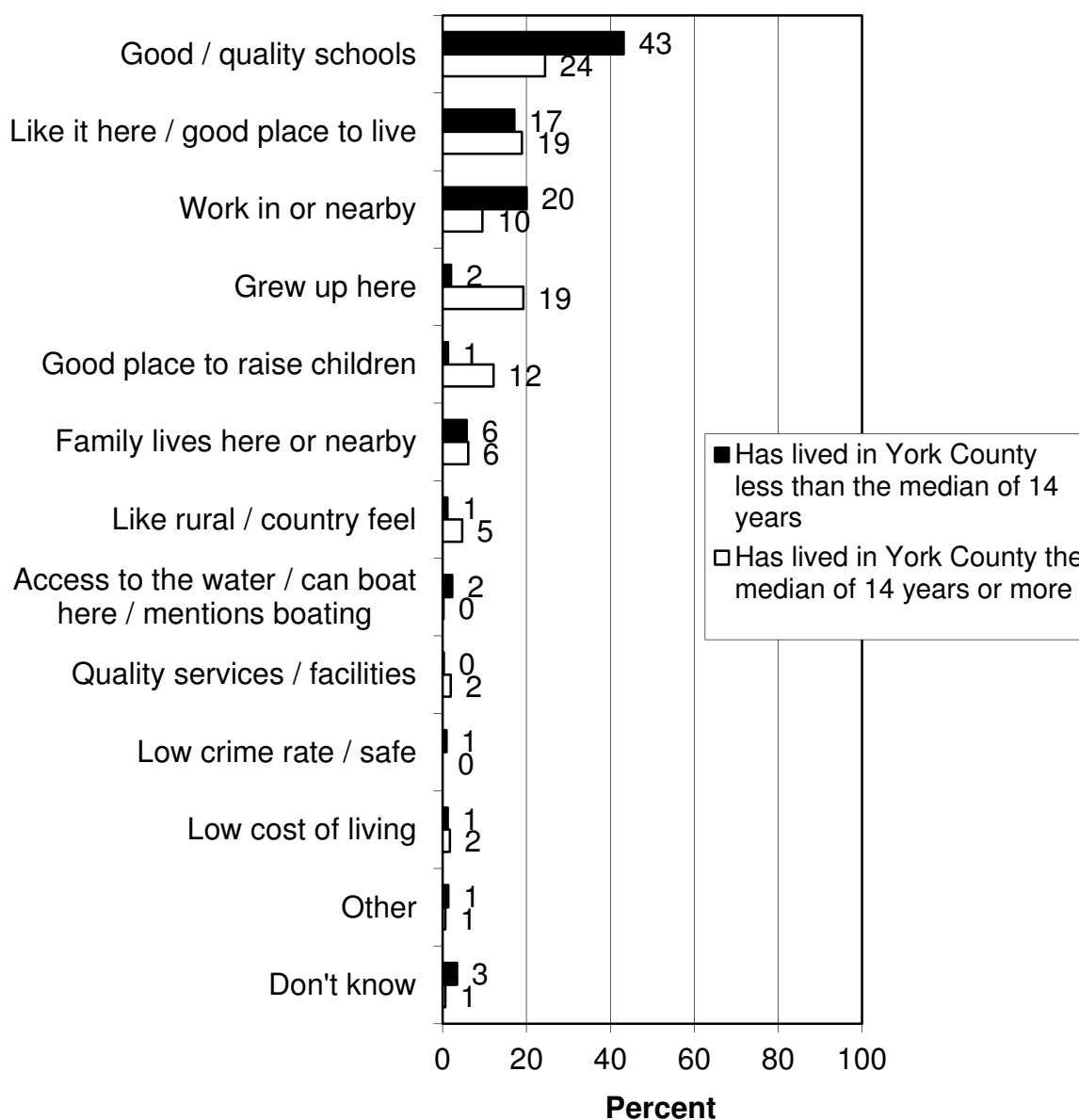
Q109. Are you currently registered to vote in York County?

Q121. Respondent's gender. (Observed; not asked by interviewer.)

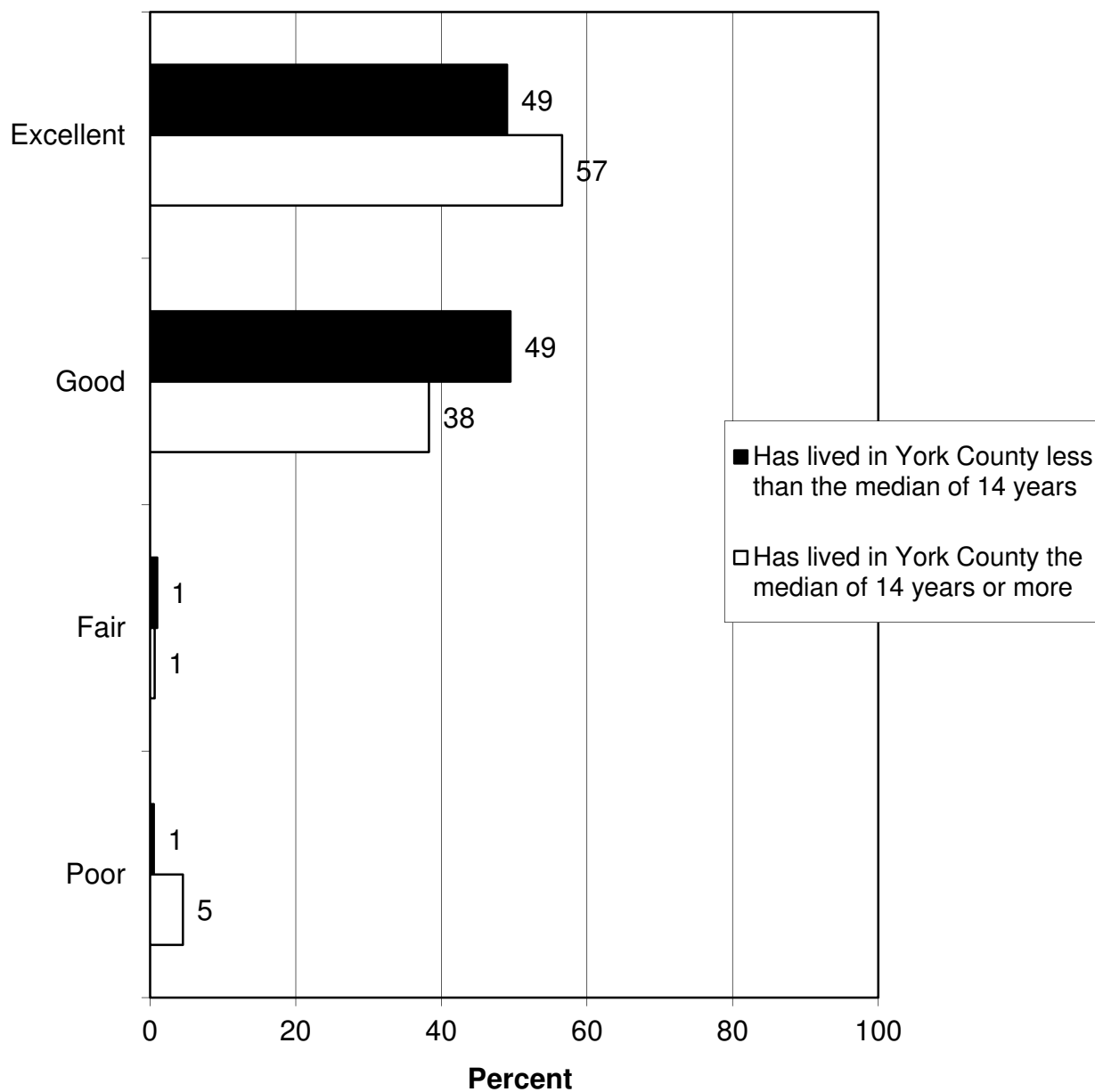


APPENDIX C: CROSSTABULATIONS BY YEARS OF RESIDENCY

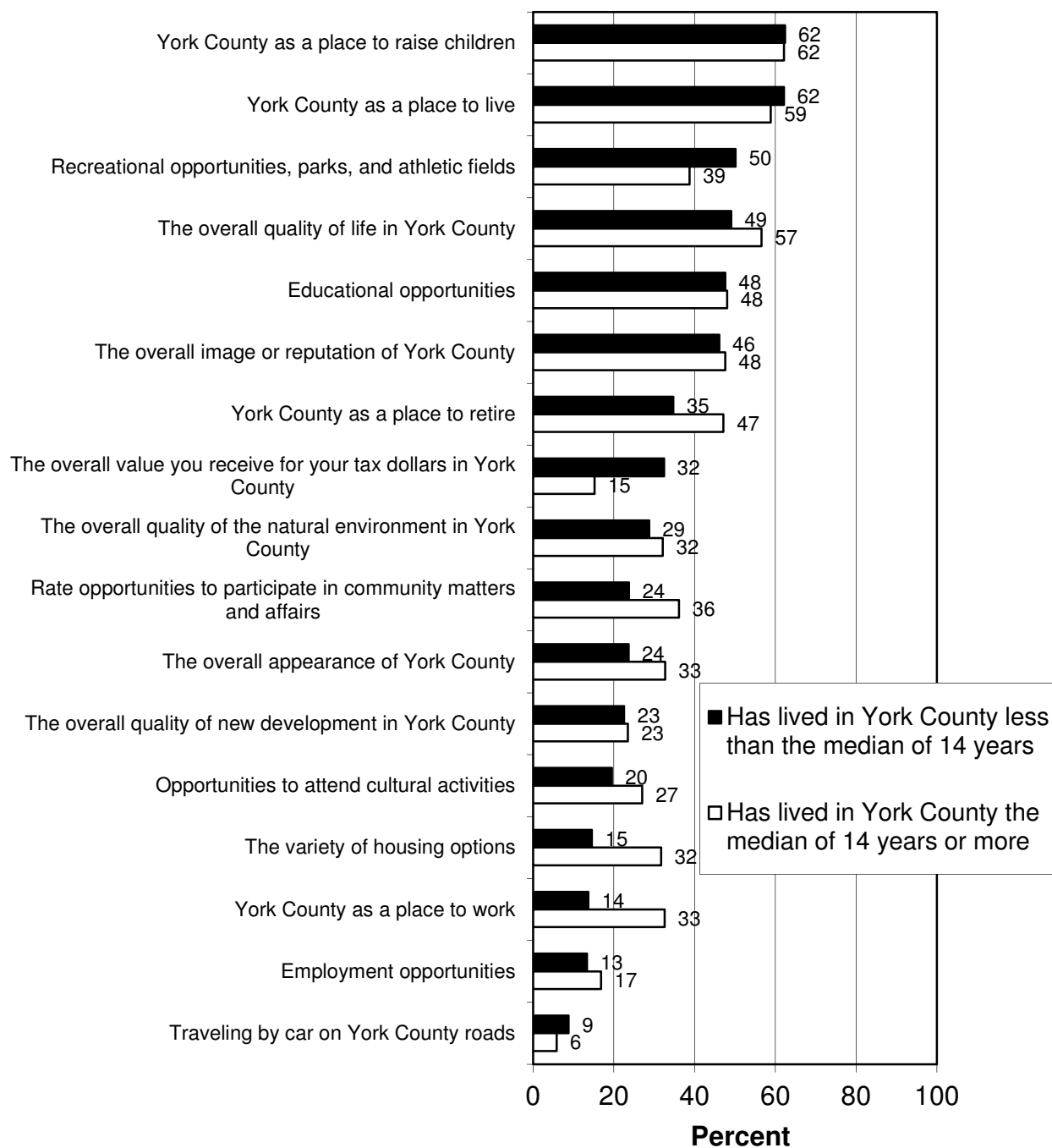
Q14. First, what is the single main reason you live in York County?



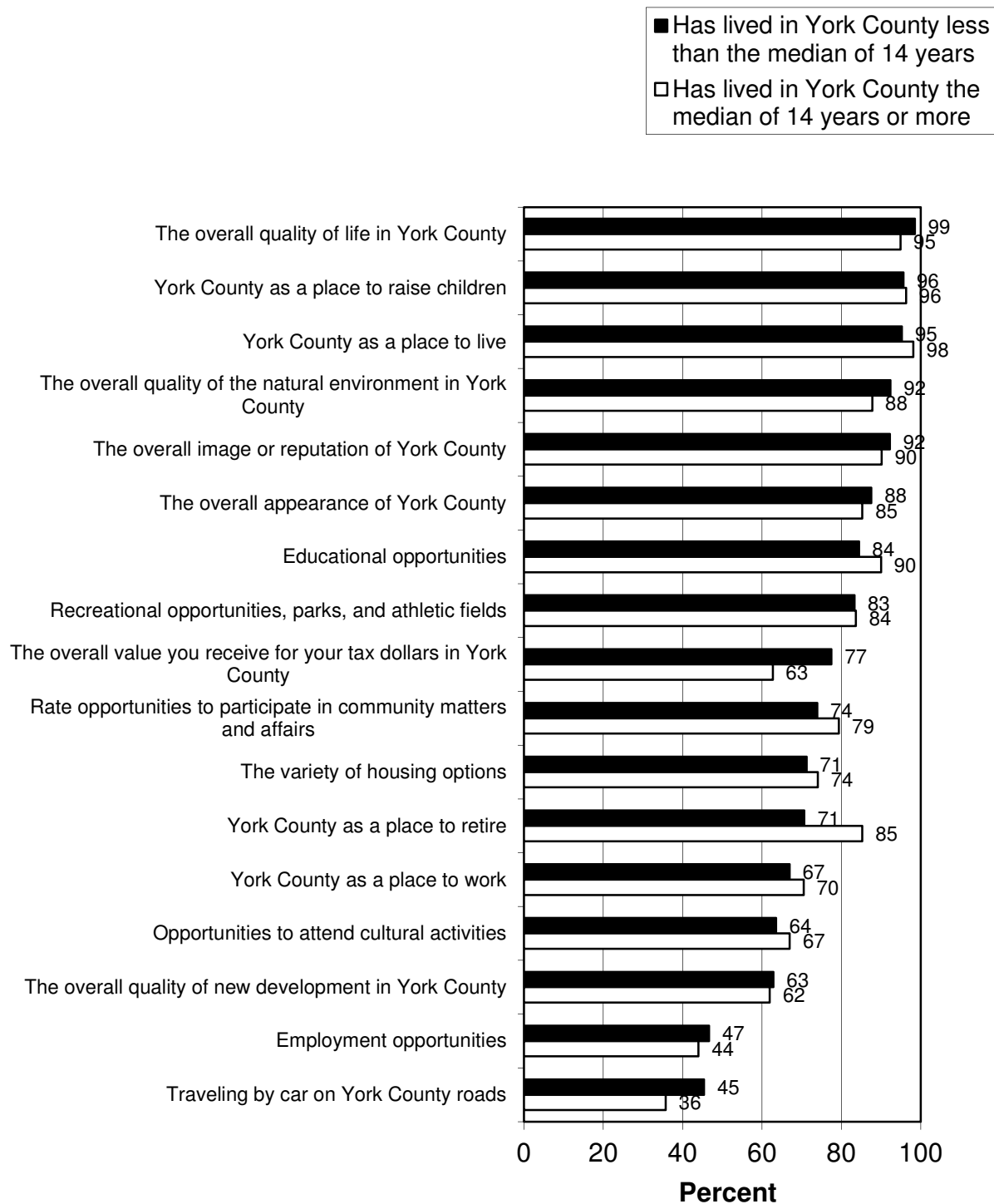
Q17. How would you rate overall quality of life in York County?



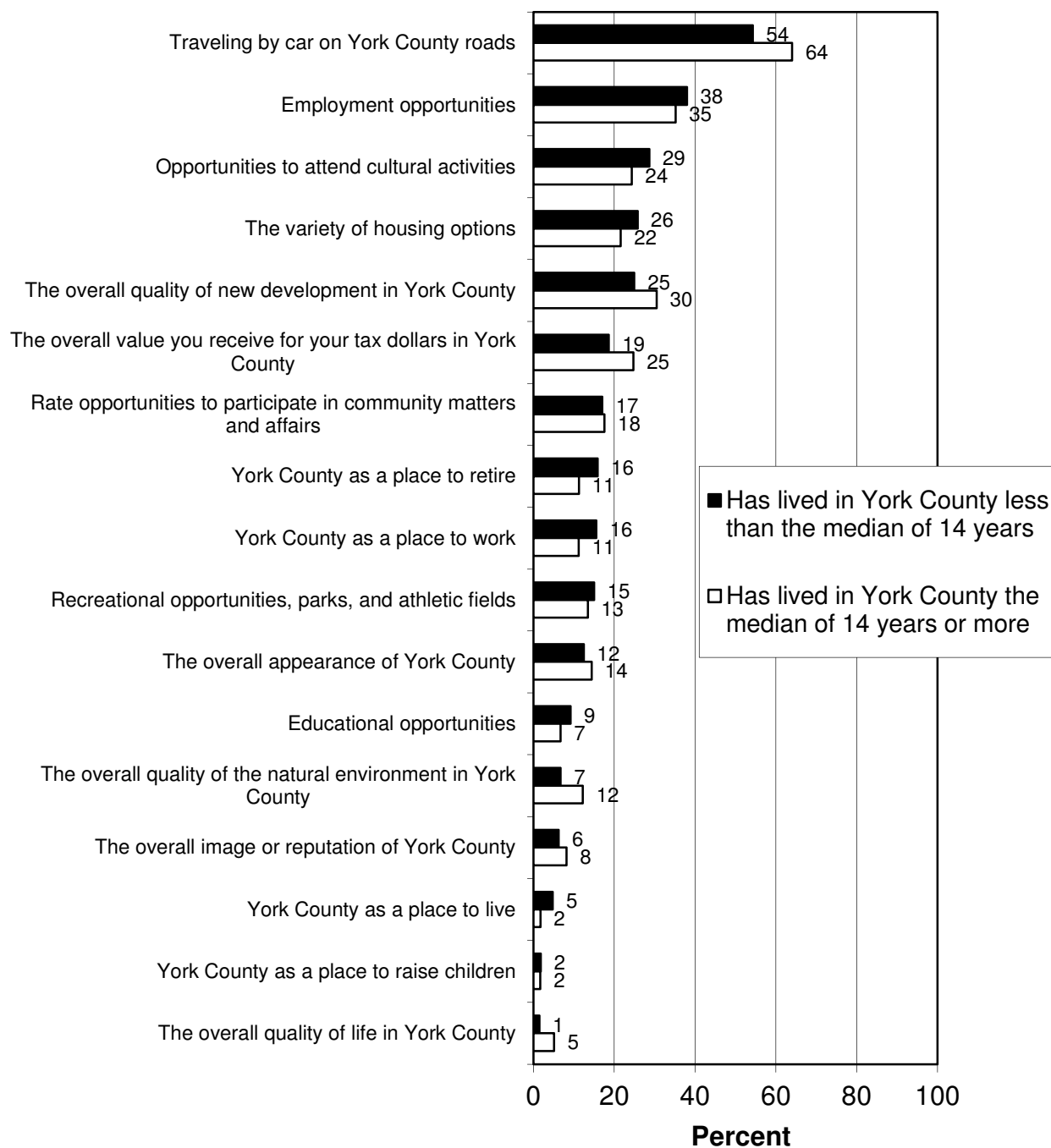
Q17-Q34. Percent who rated the following in York county as excellent.



Q17-Q34. Percent who rated the following in York county as excellent or good.



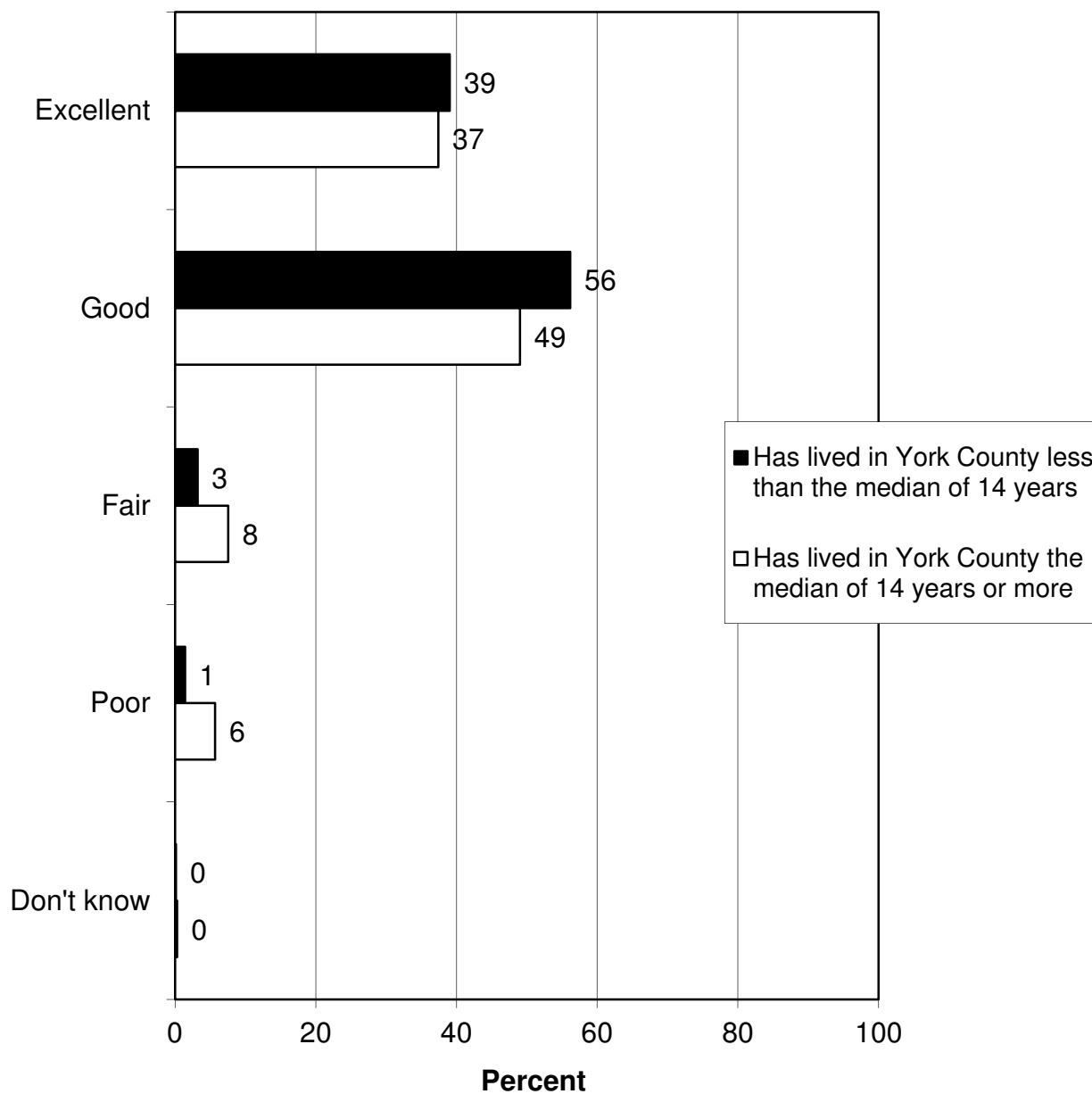
Q17-Q34. Percent who rated the following in York county as fair or poor.



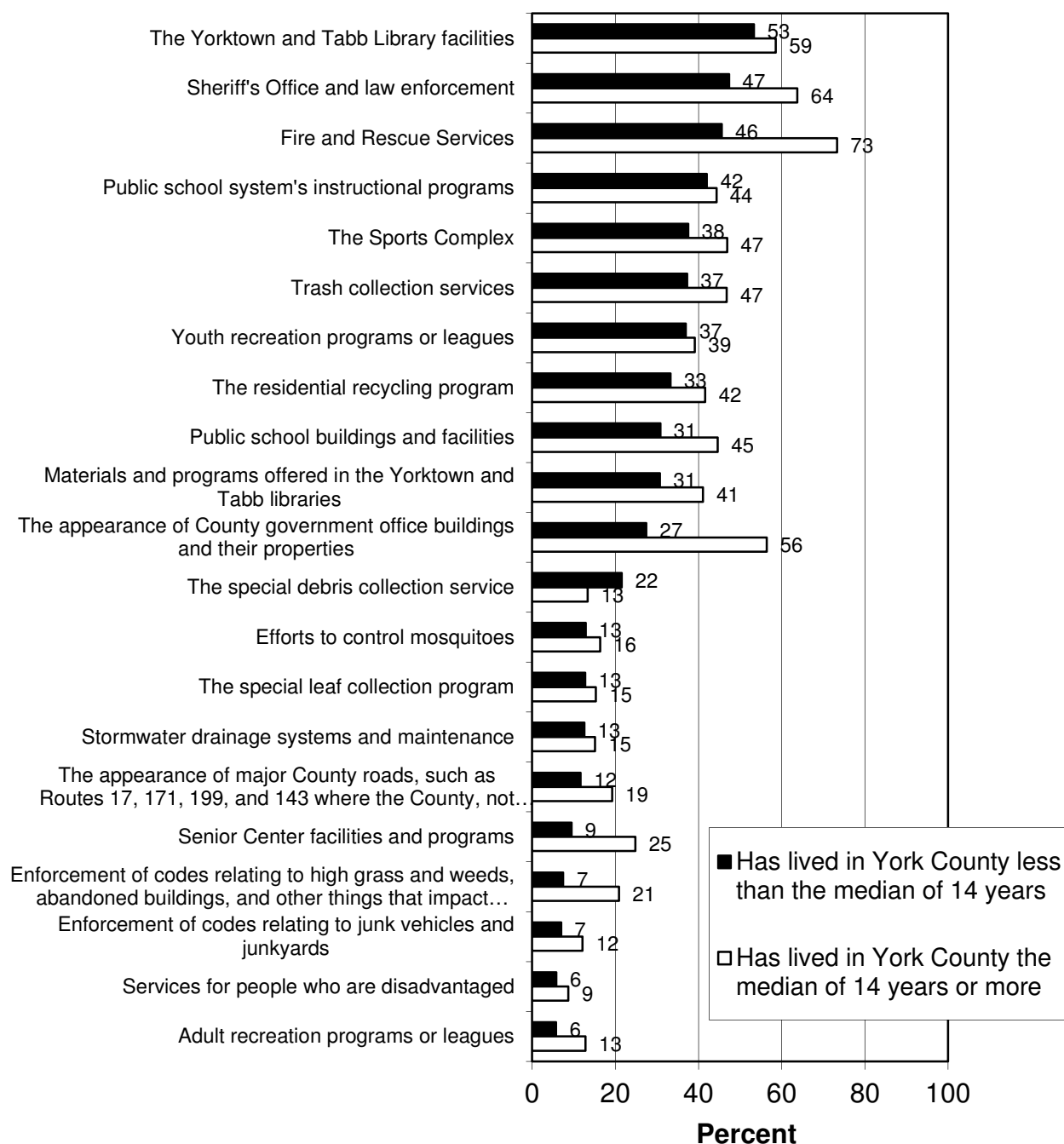
Q17-Q34. Percent who rated the following in York county as poor.



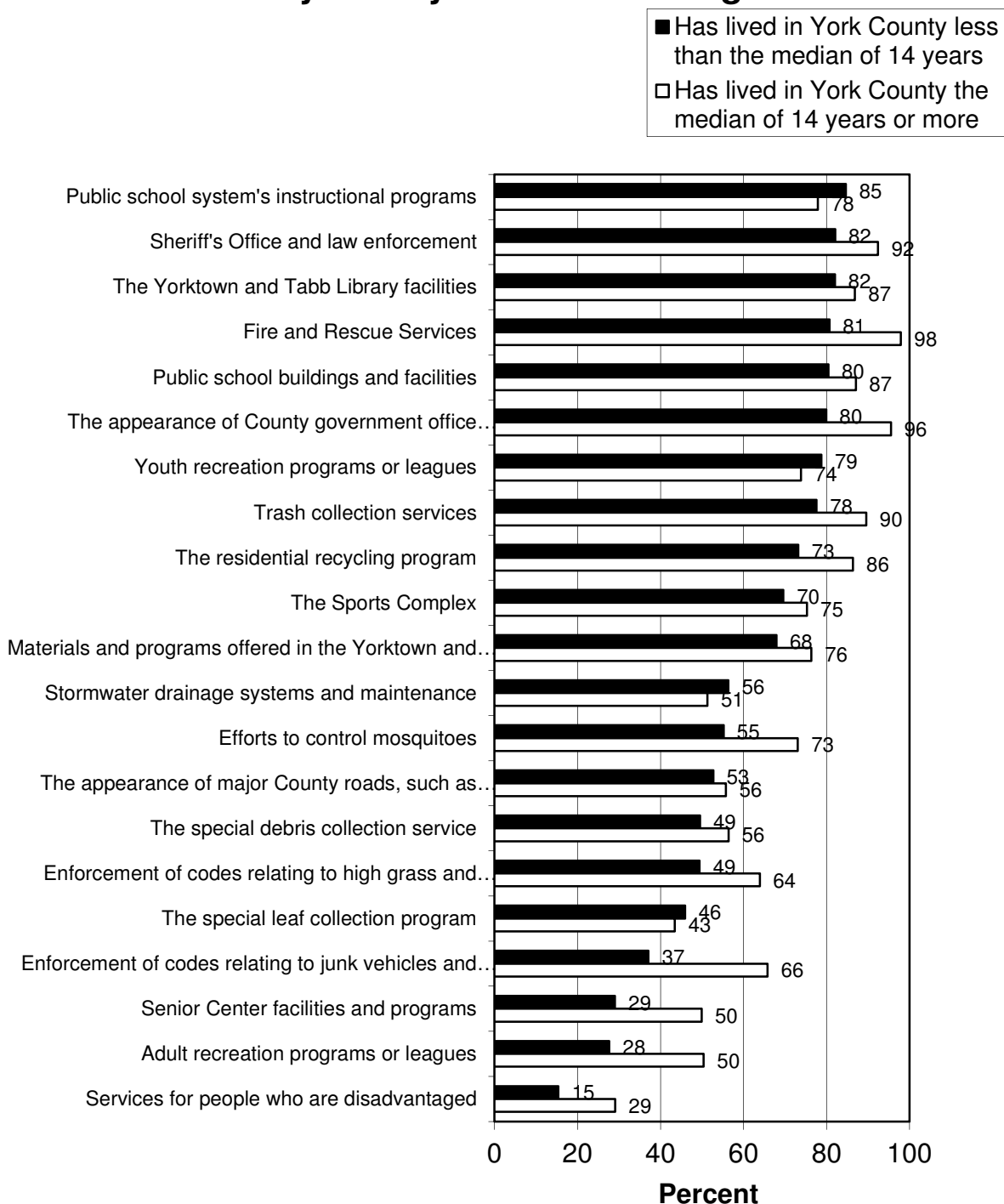
Q35. Overall, how would you rate the services provided by York County?



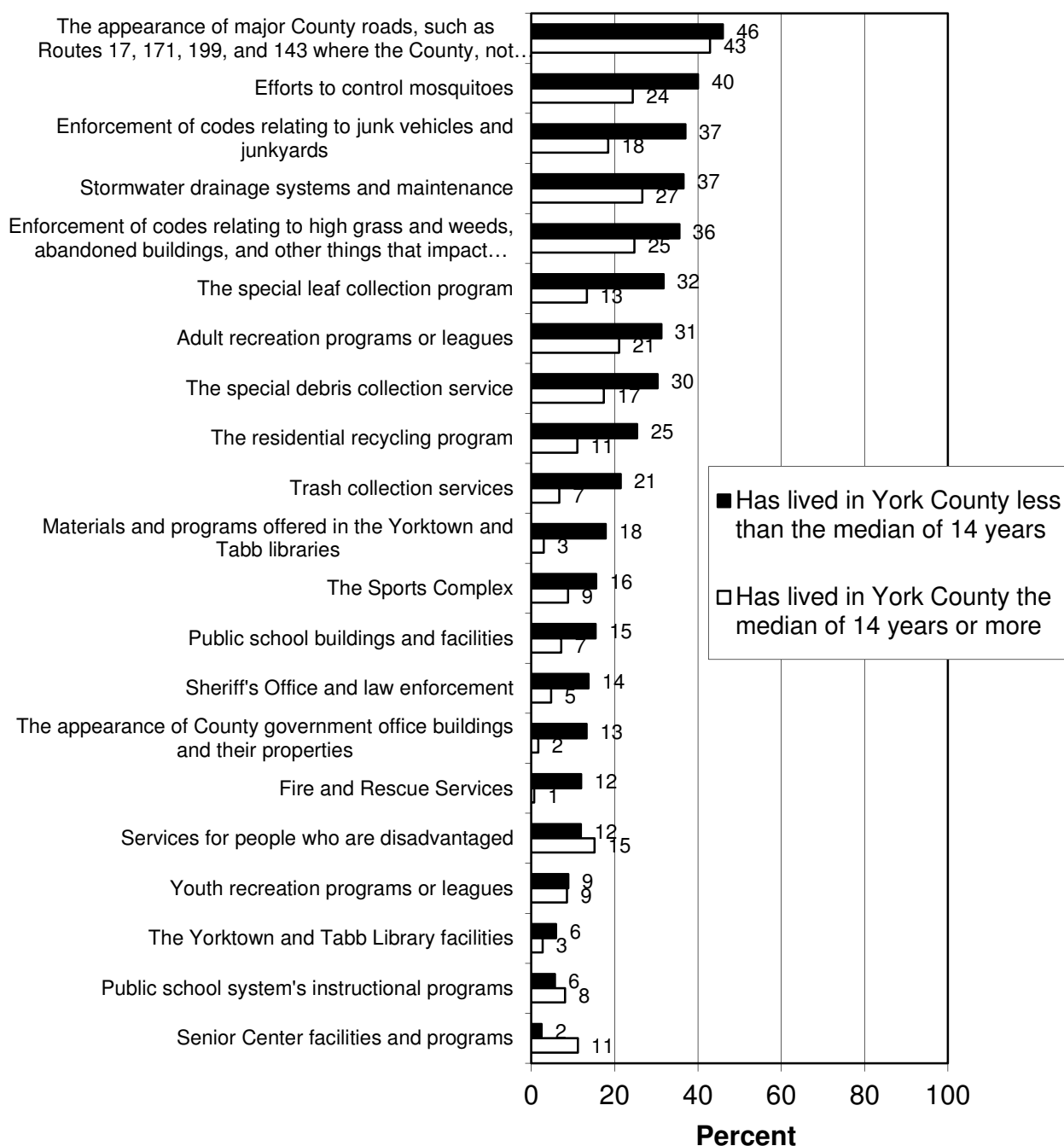
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as excellent.



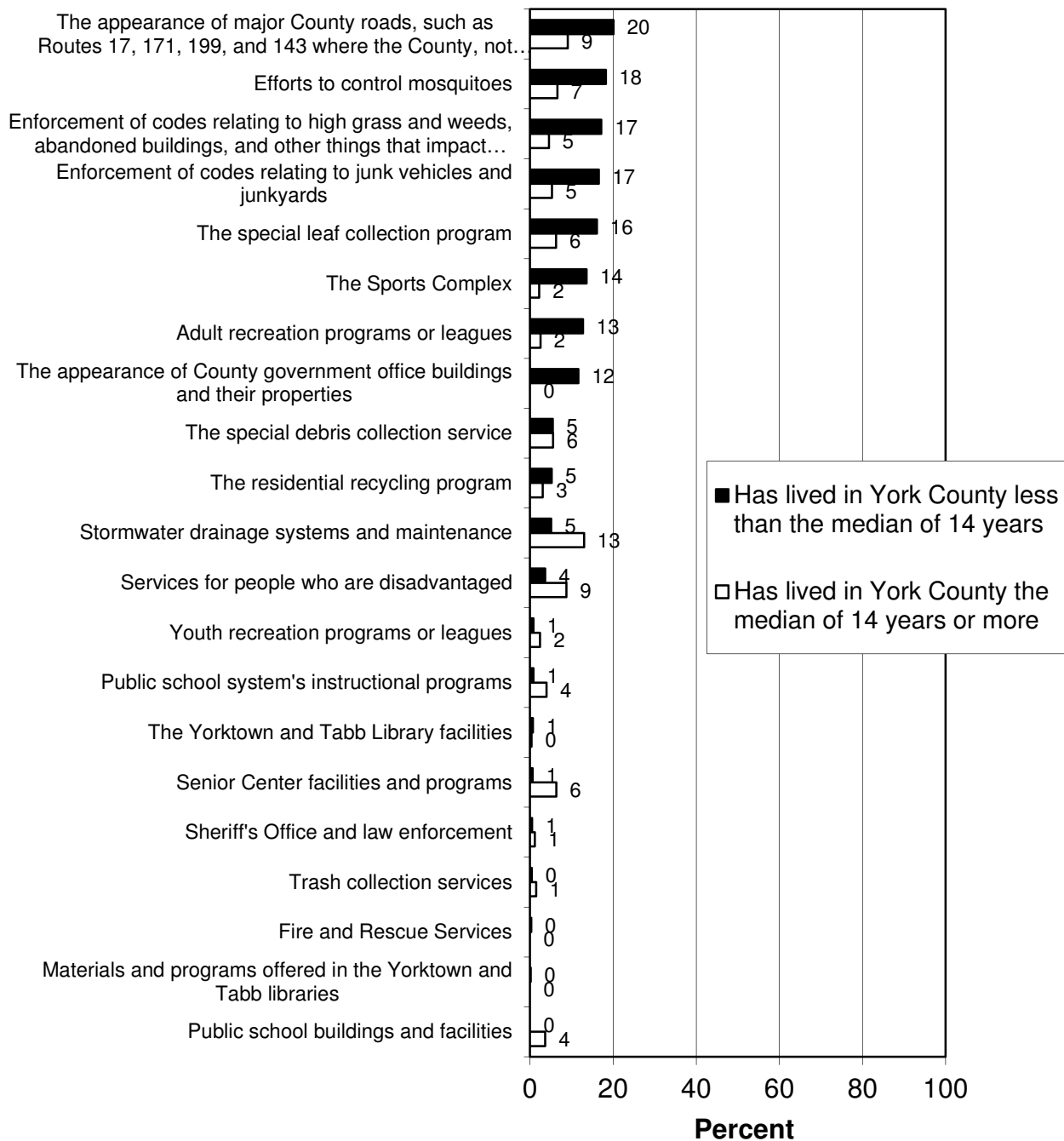
Q38-Q58. Percent who rated the following specific services or facilities provided by York County as excellent or good.



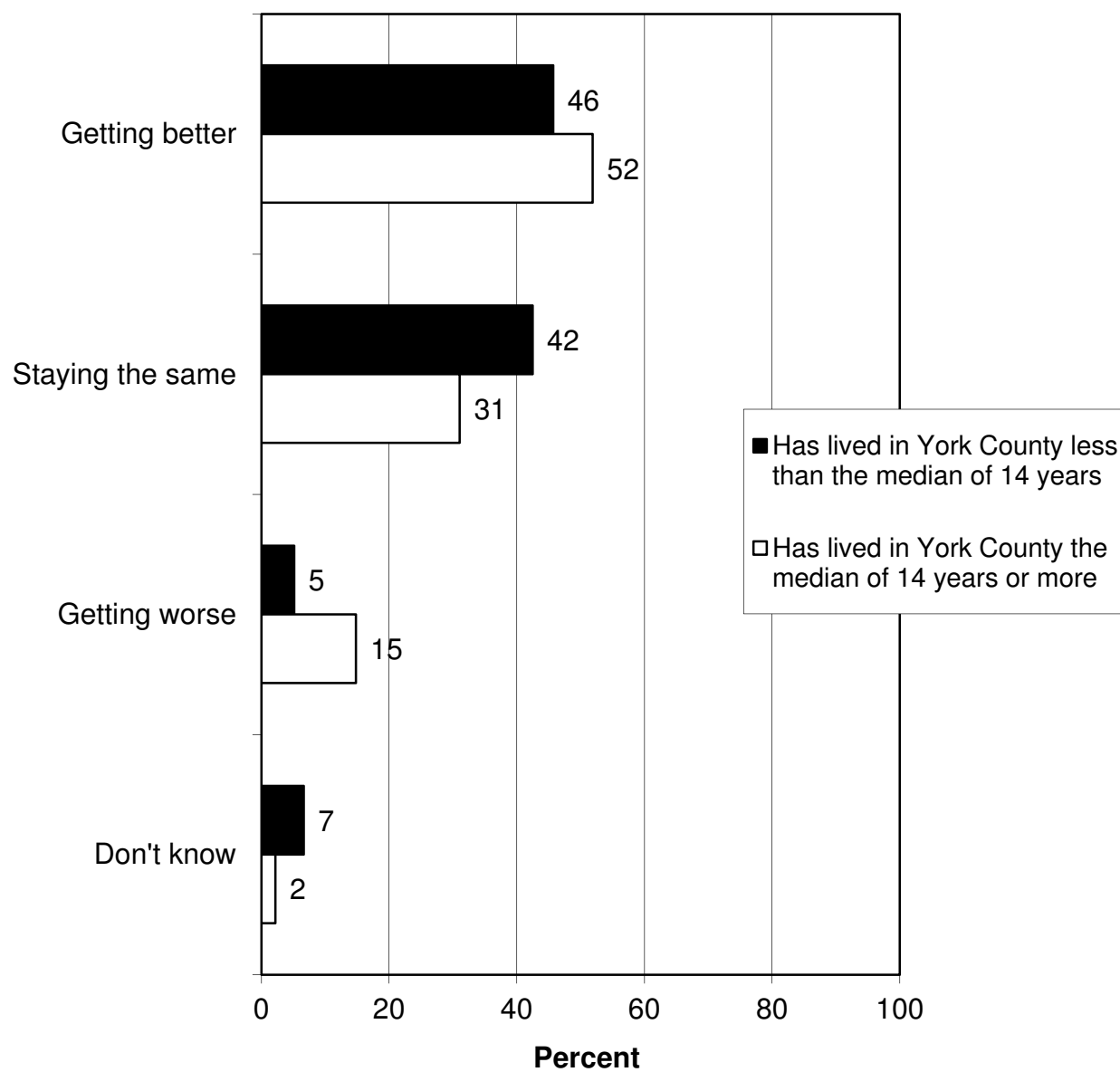
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as fair or poor.



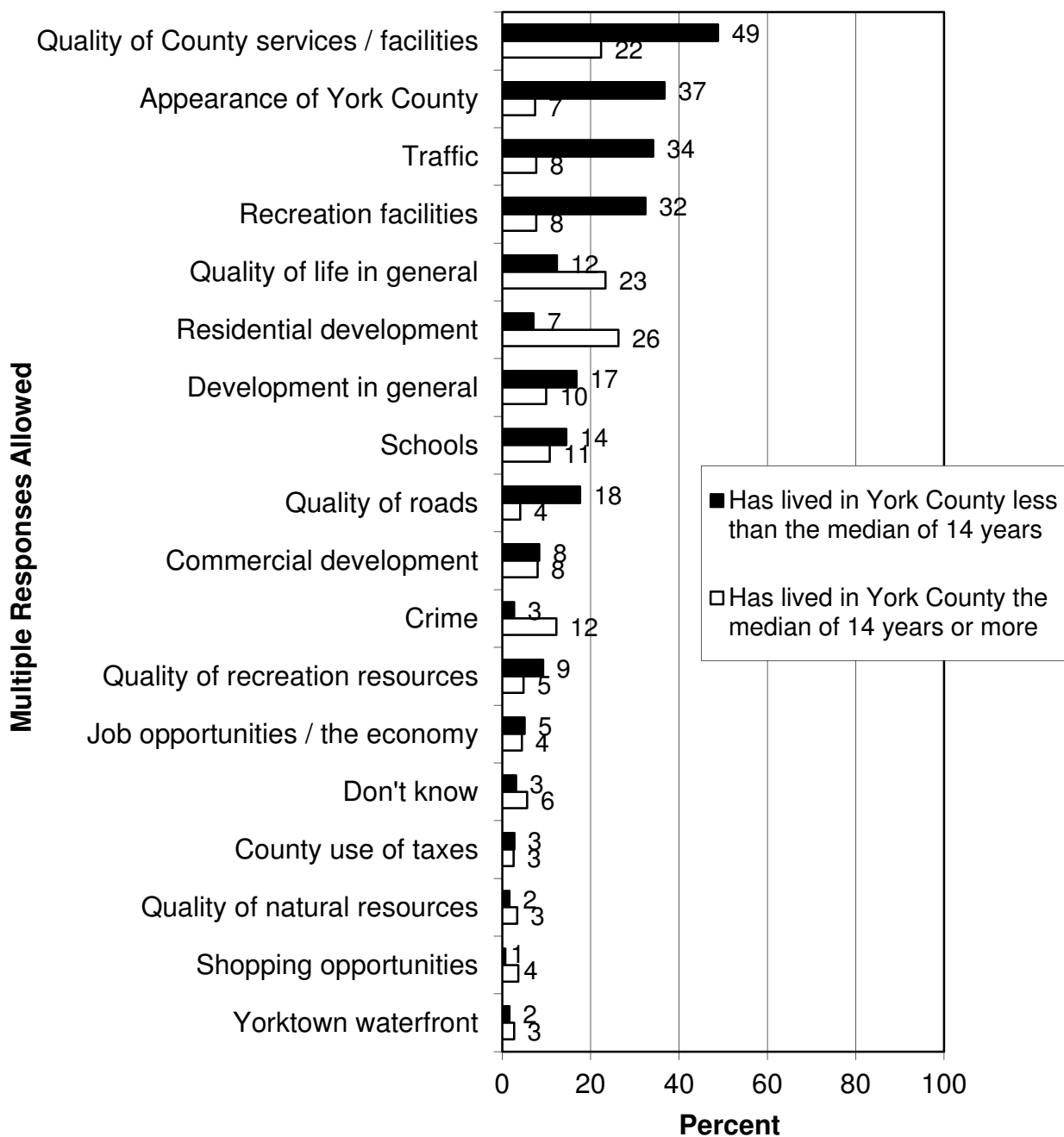
Q38-Q58. Percent who rated the following specific services or facilities provided by York County as poor.



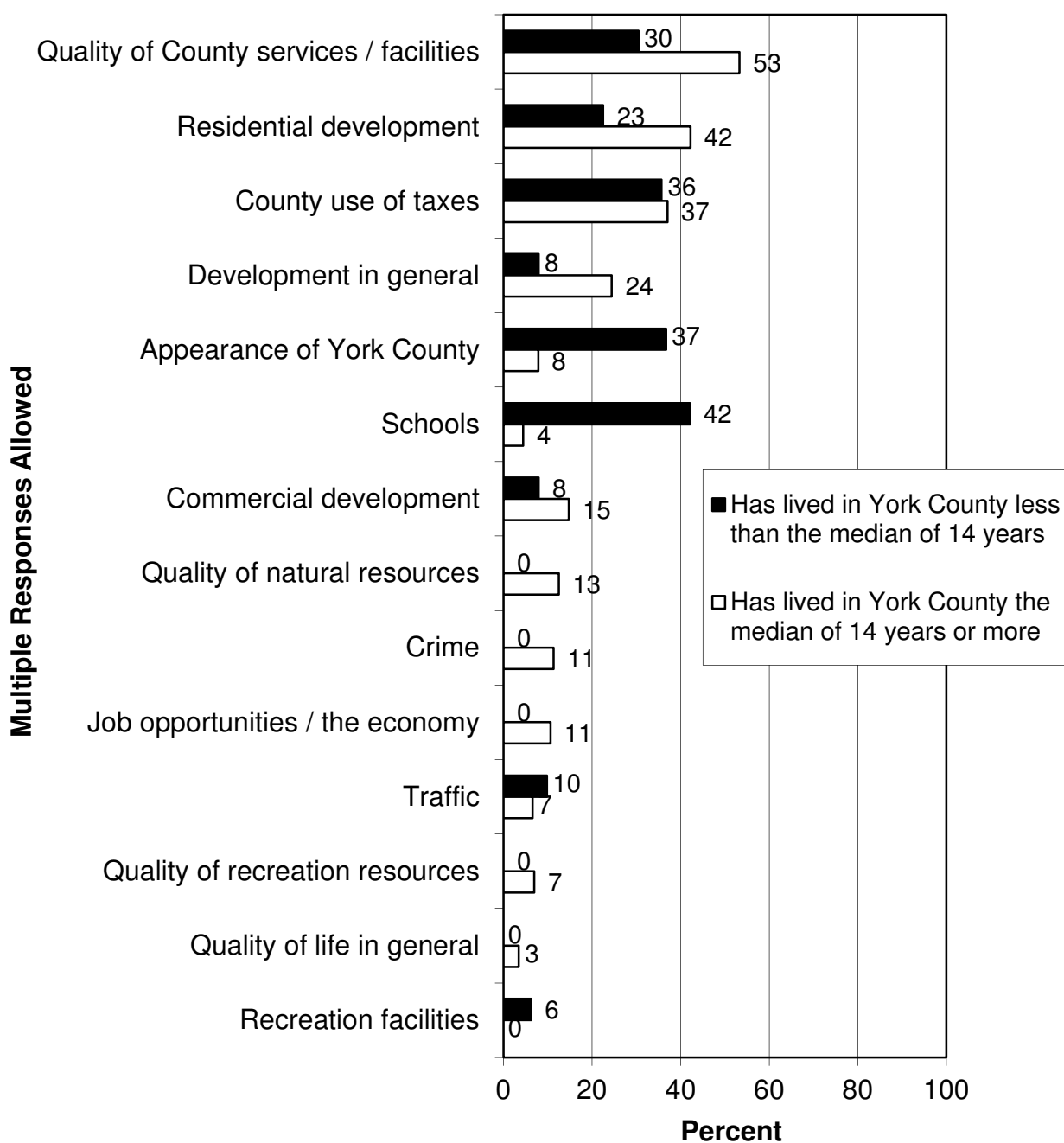
Q59. In general, do you think York County is getting better, staying the same, or getting worse?



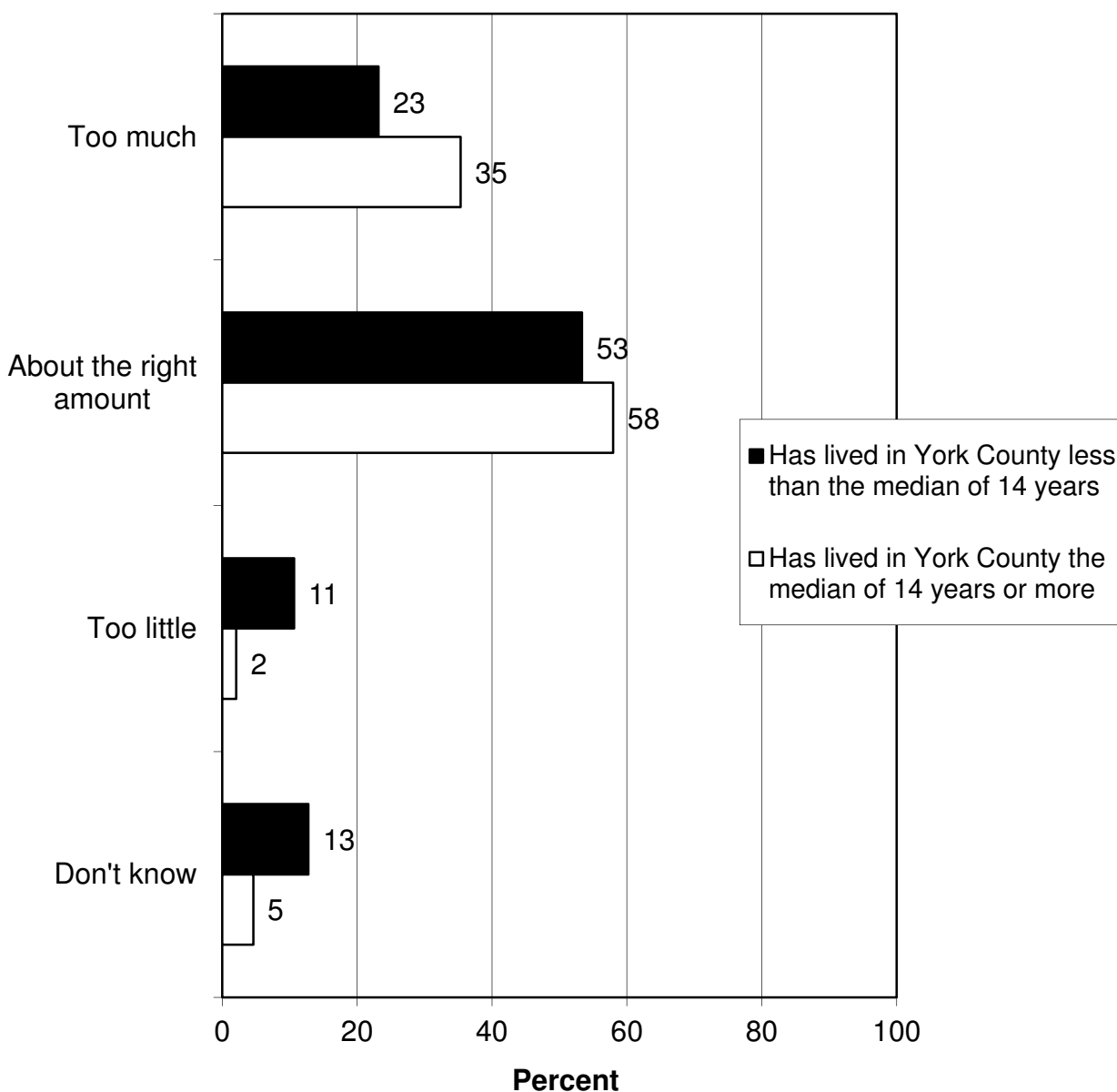
Q62. Specifically, what do you think has gotten better? (Asked of those who think York County is getting better in general.)



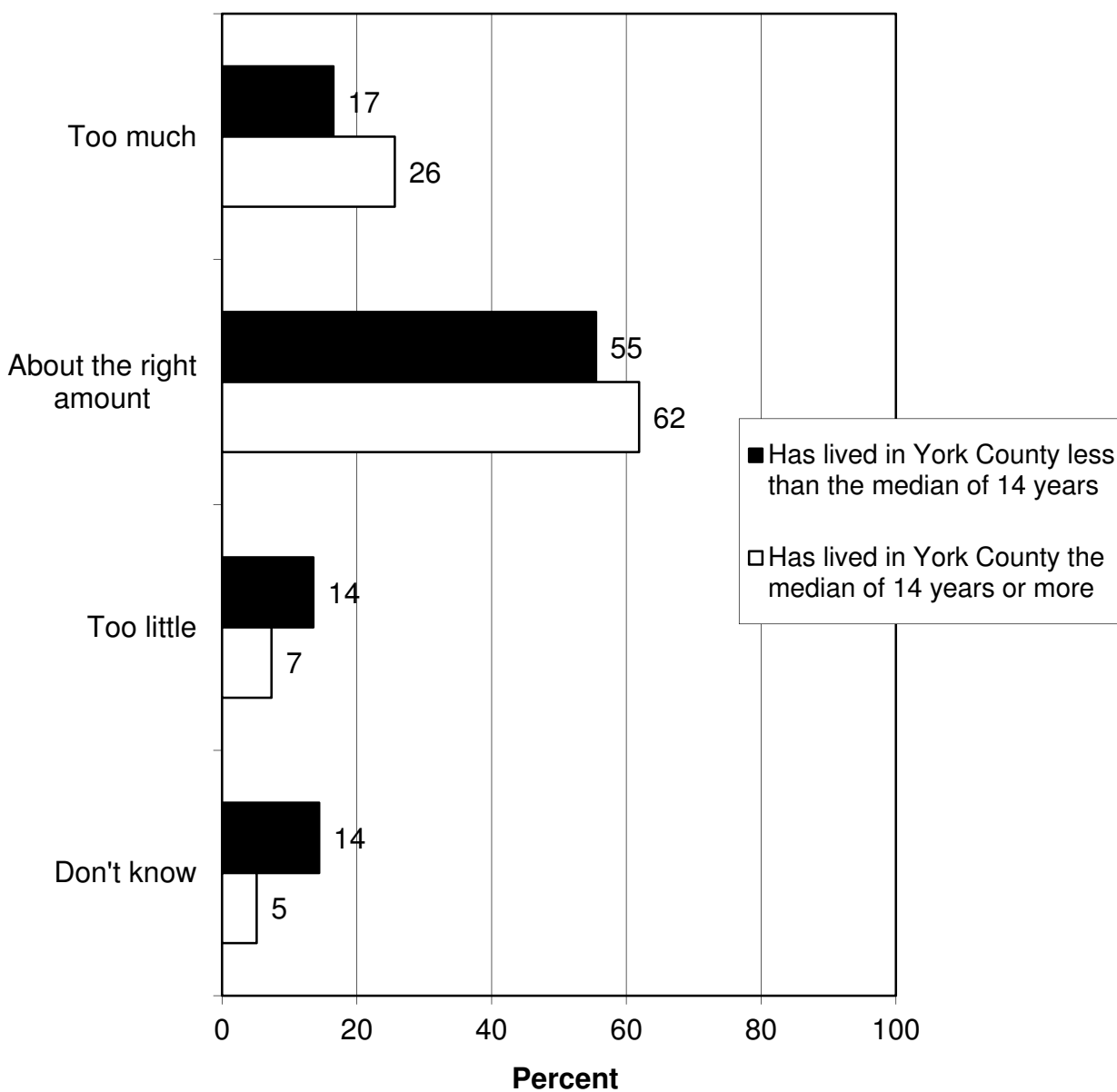
Q66. Specifically, what do you think has gotten worse? (Asked of those who think York County is getting worse in general.)



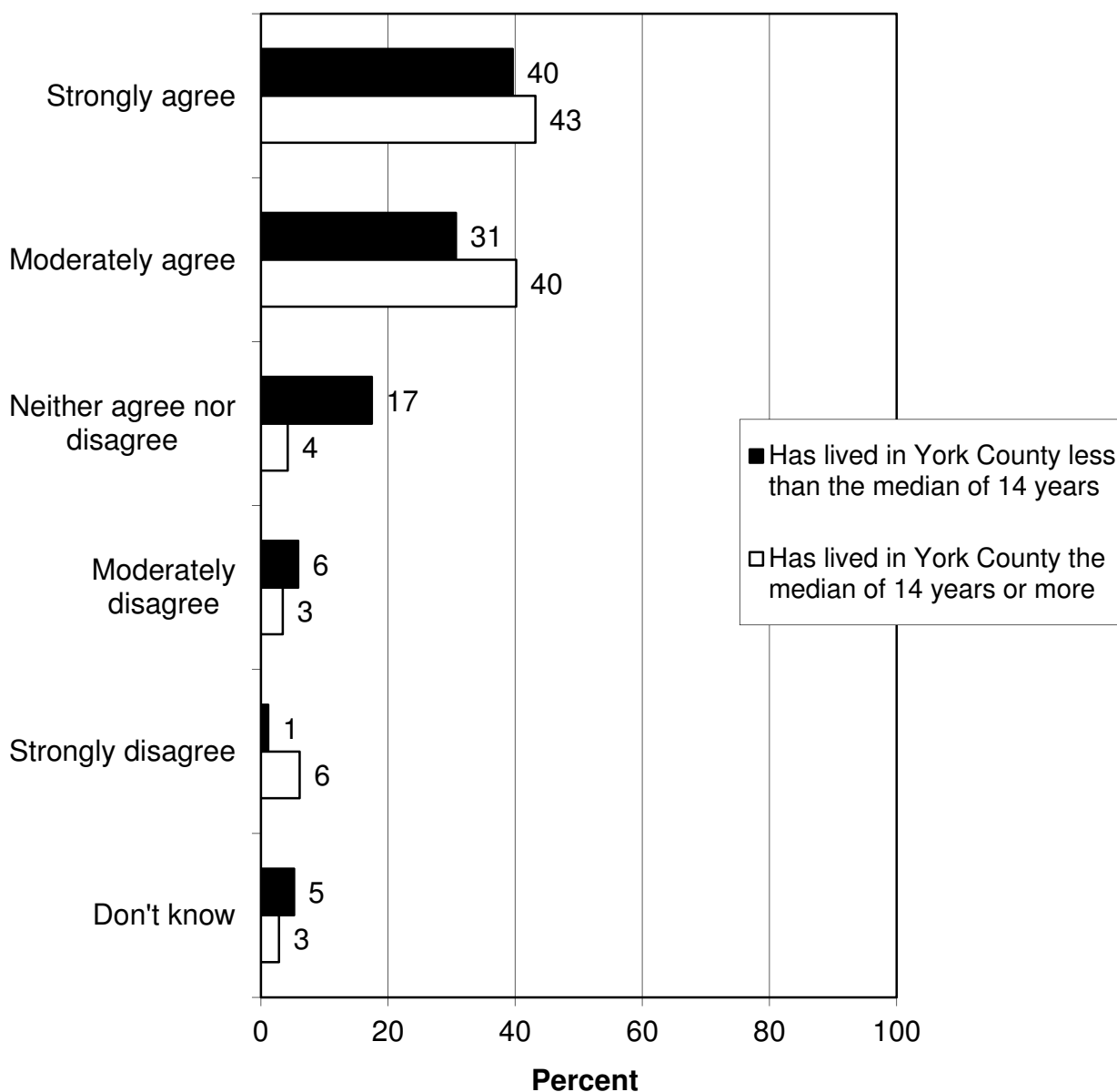
Q68. In your opinion, was the amount of new residential construction in York County in the past 5 years too much, about the right amount, or too little?



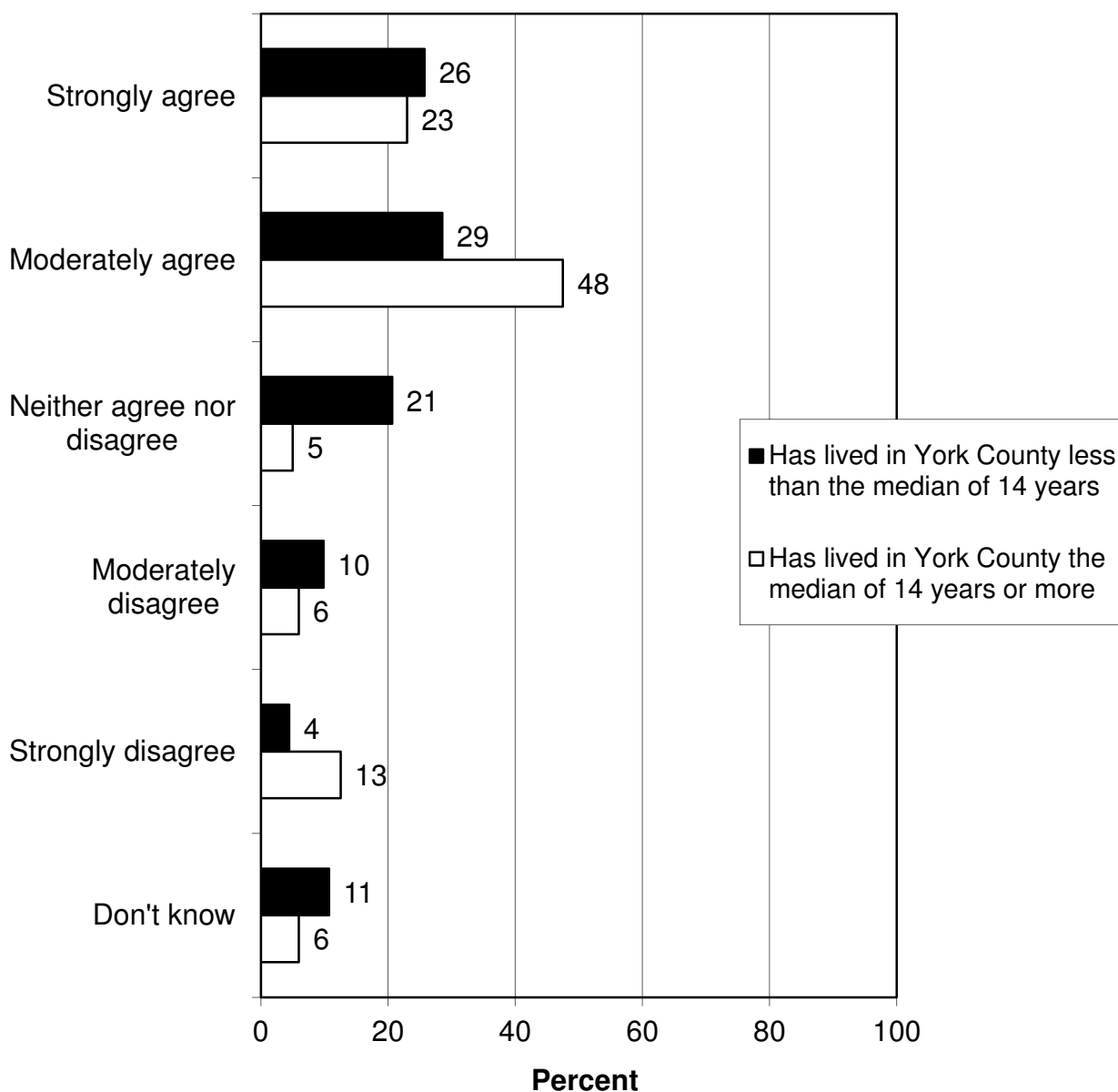
Q69. In your opinion, was the amount of new commercial construction in York County in the past 5 years too much, about the right amount, or too little?



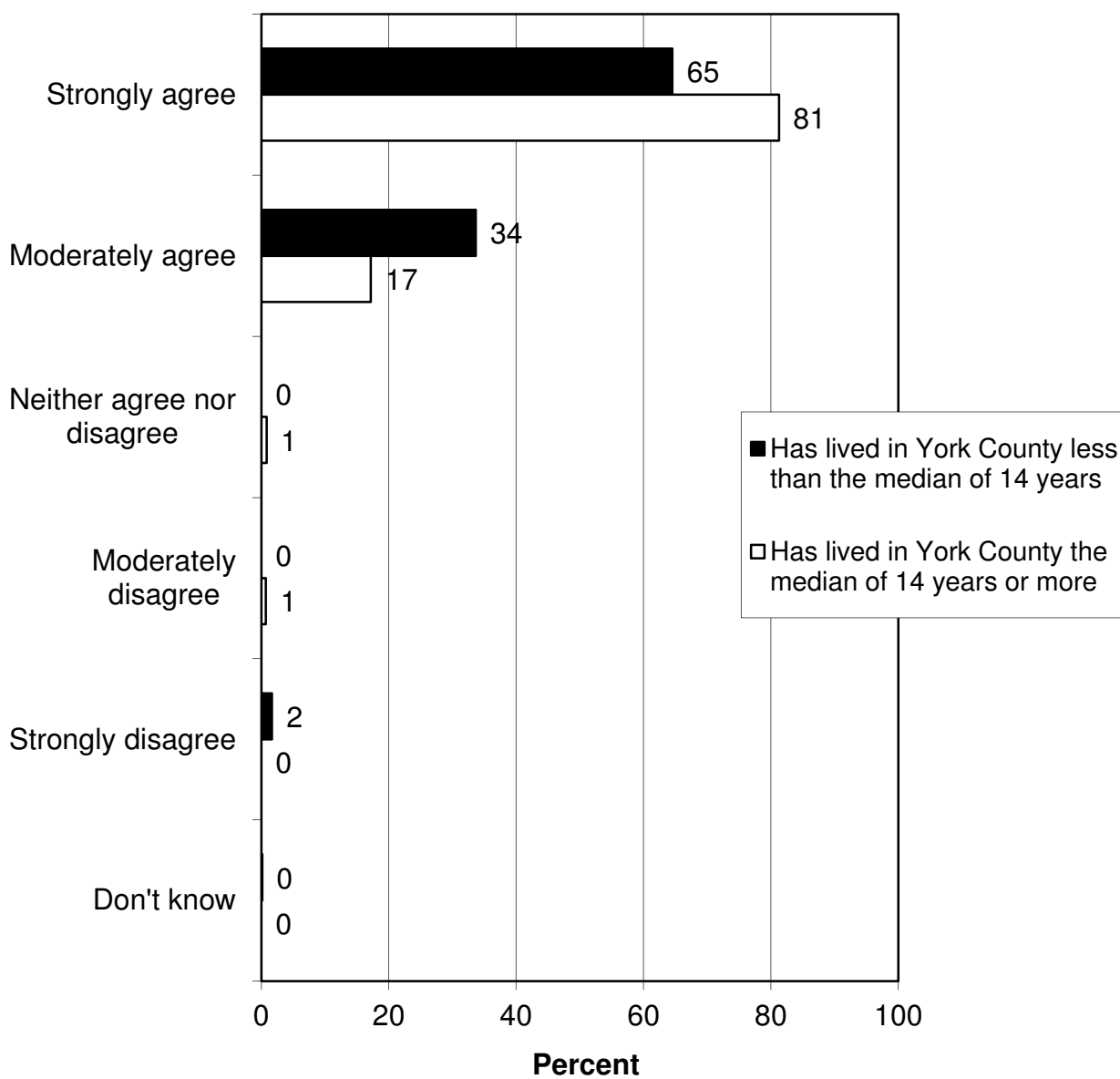
Q71. Before the County makes important decisions, citizens who want to be heard have an opportunity to express their opinions. (Do you agree or disagree with this statement?)



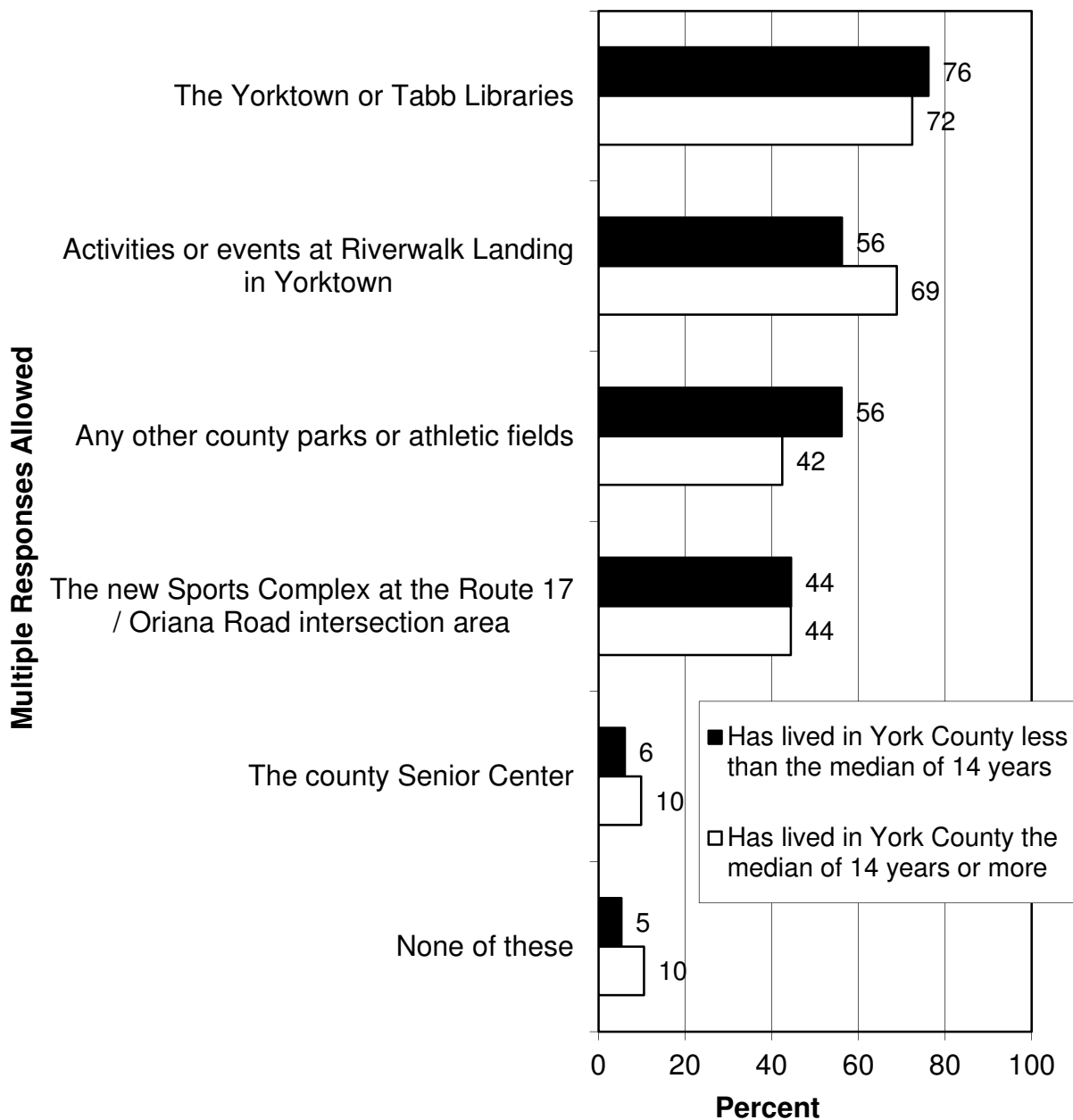
Q72. If I inform the County about how I feel on an issue, my opinion will be taken into consideration before a decision is made. (Do you agree or disagree with this statement?)



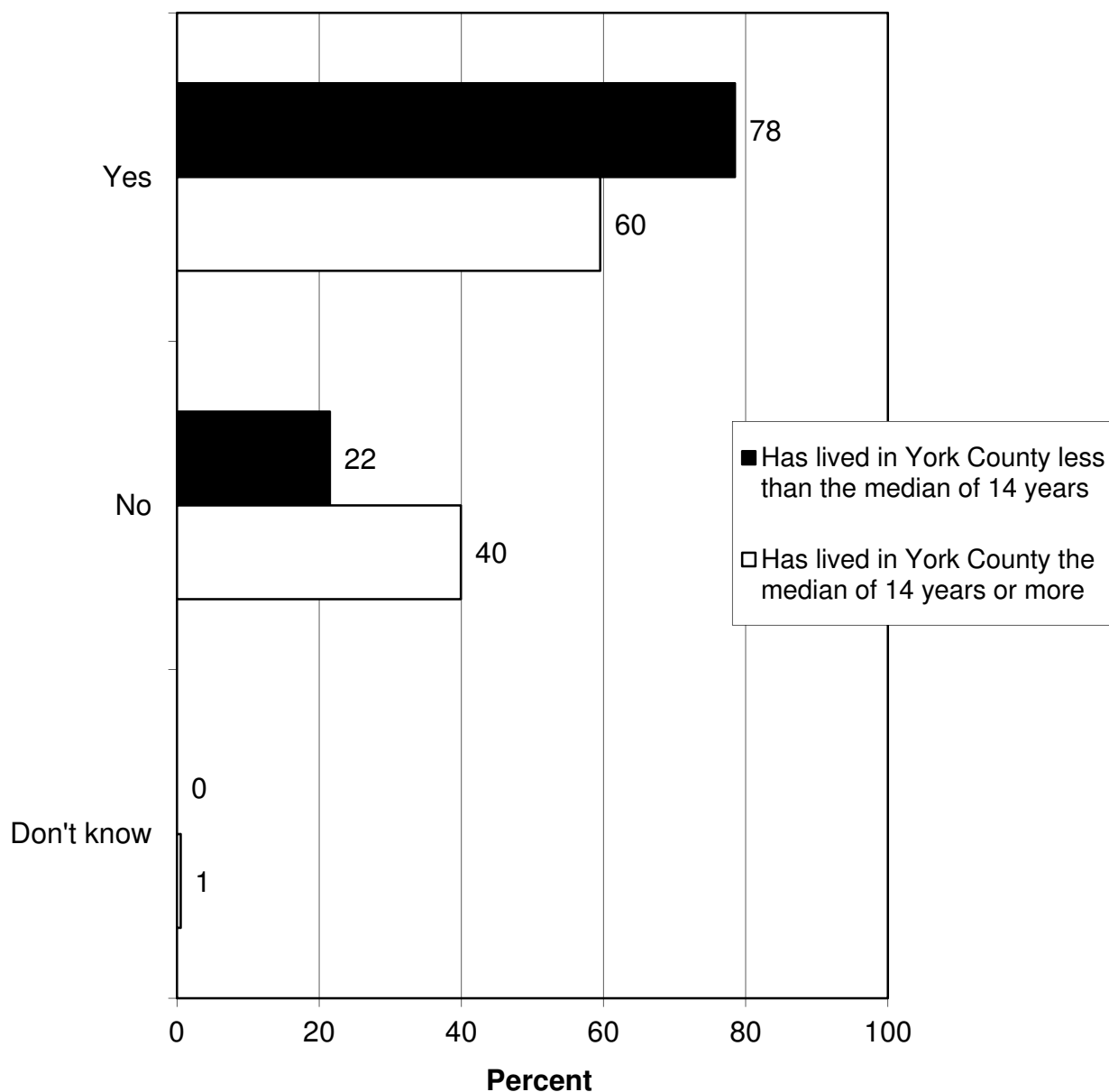
Q73. York County, in general, is a safe place to live. (Do you agree or disagree with this statement?)



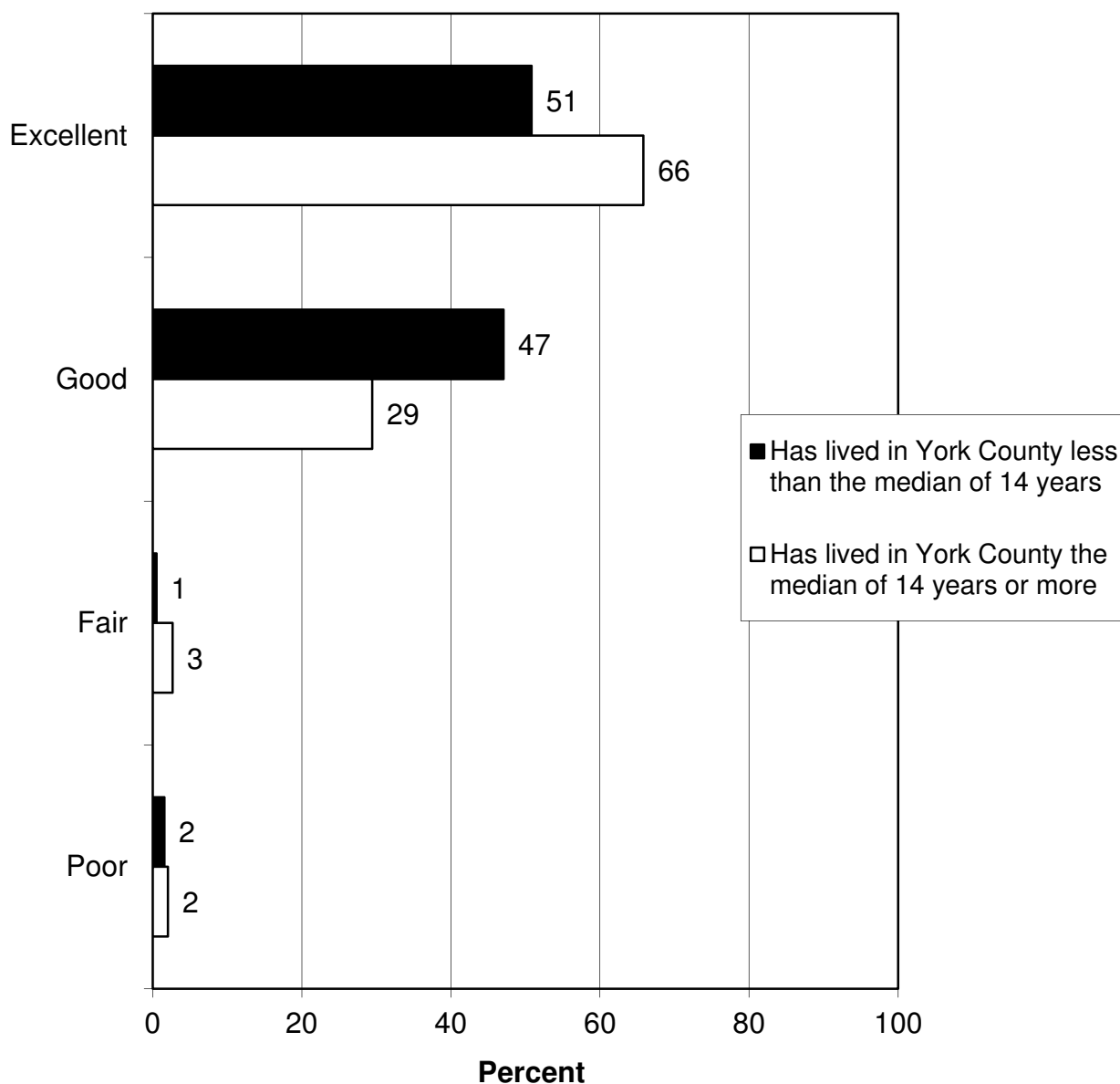
Q76. Next, I would like to know if you have visited or participated in any activities at any of the following in York County in the past 12 months? How about...?



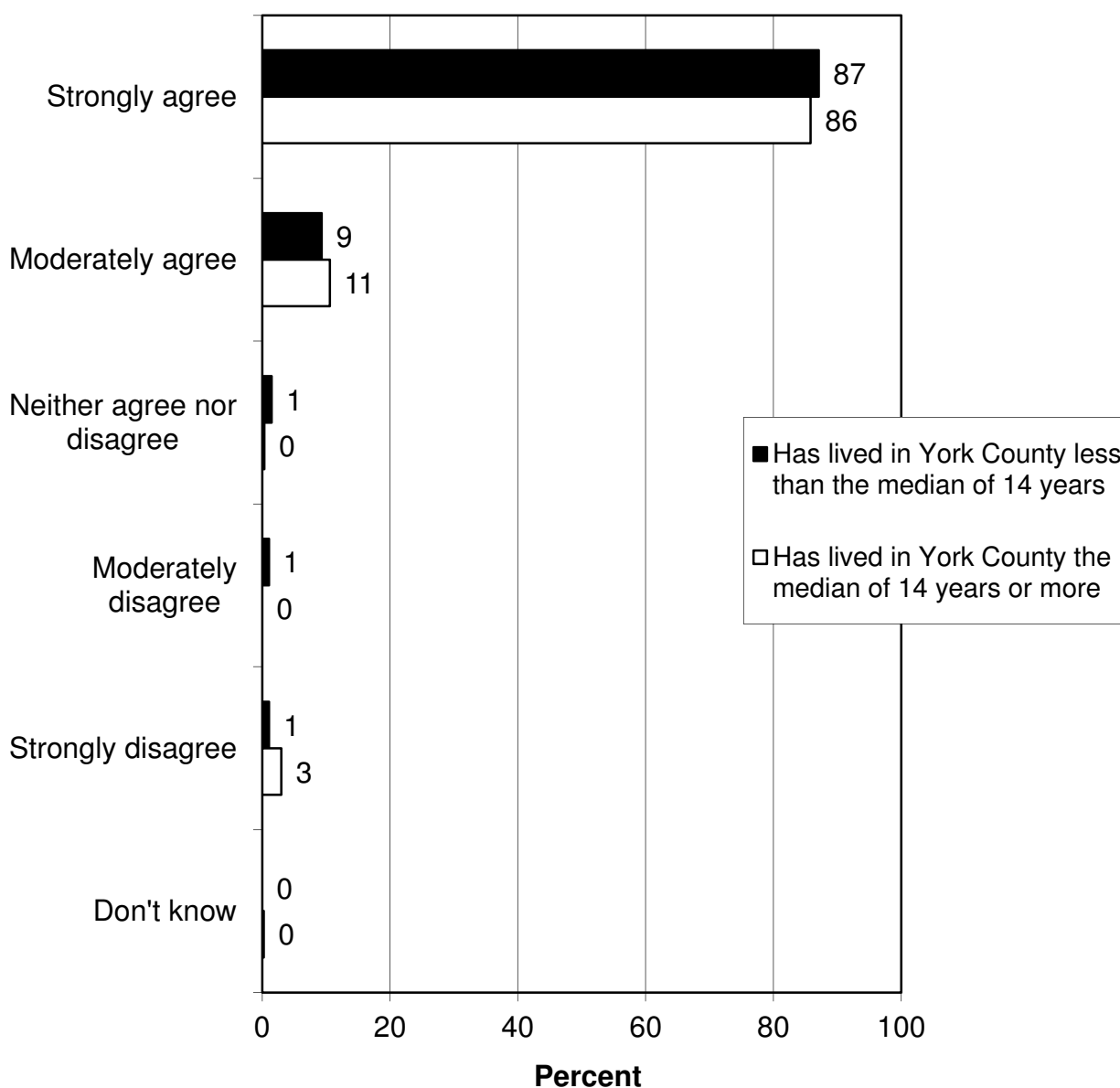
Q77. Have you had any personal interaction with a York County employee in the past 12 months in person, by telephone, by e-mail, or by mail?



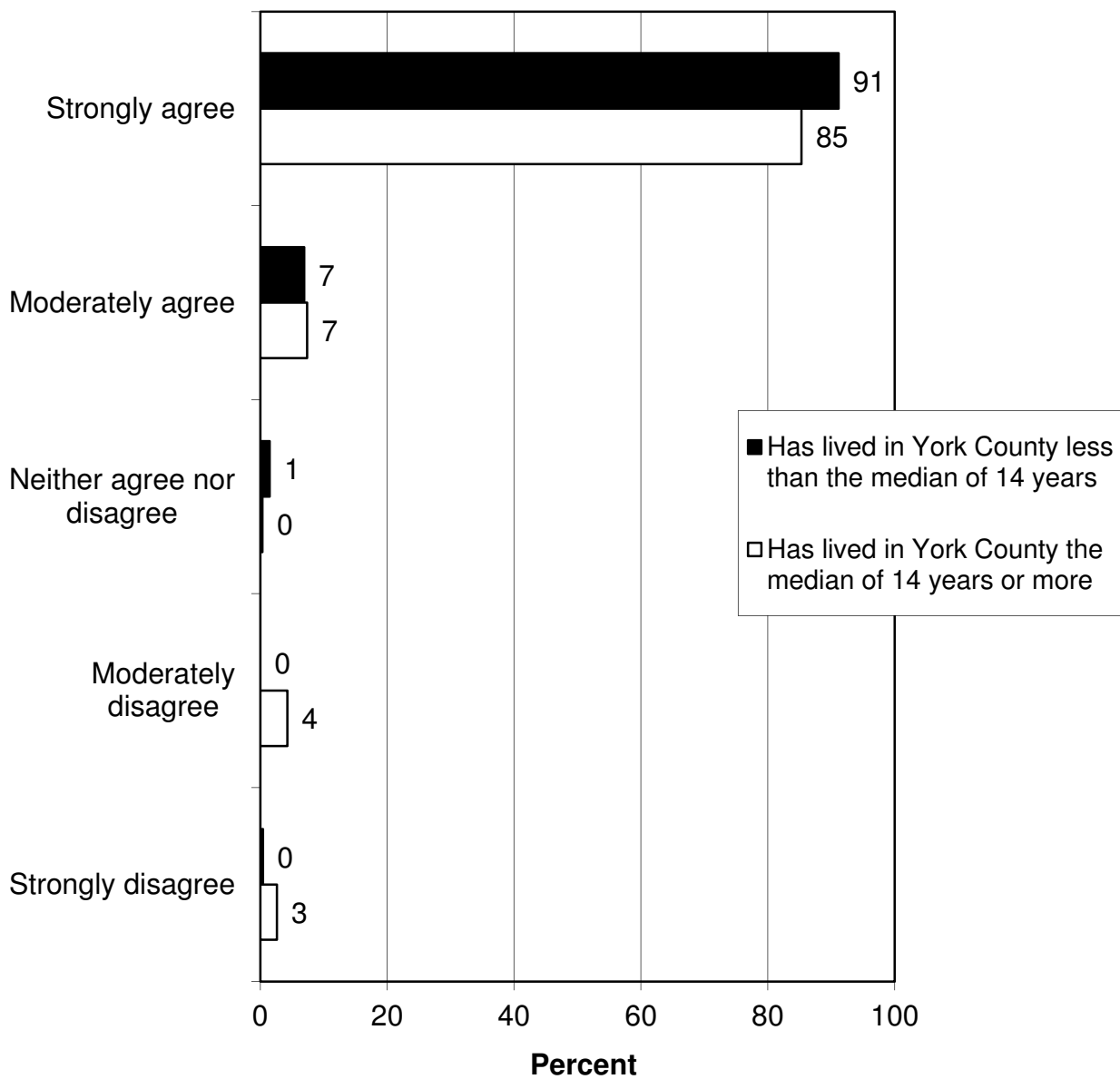
Q78. In general, how would you rate the quality of your interaction with York County employees in the past 12 months? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)



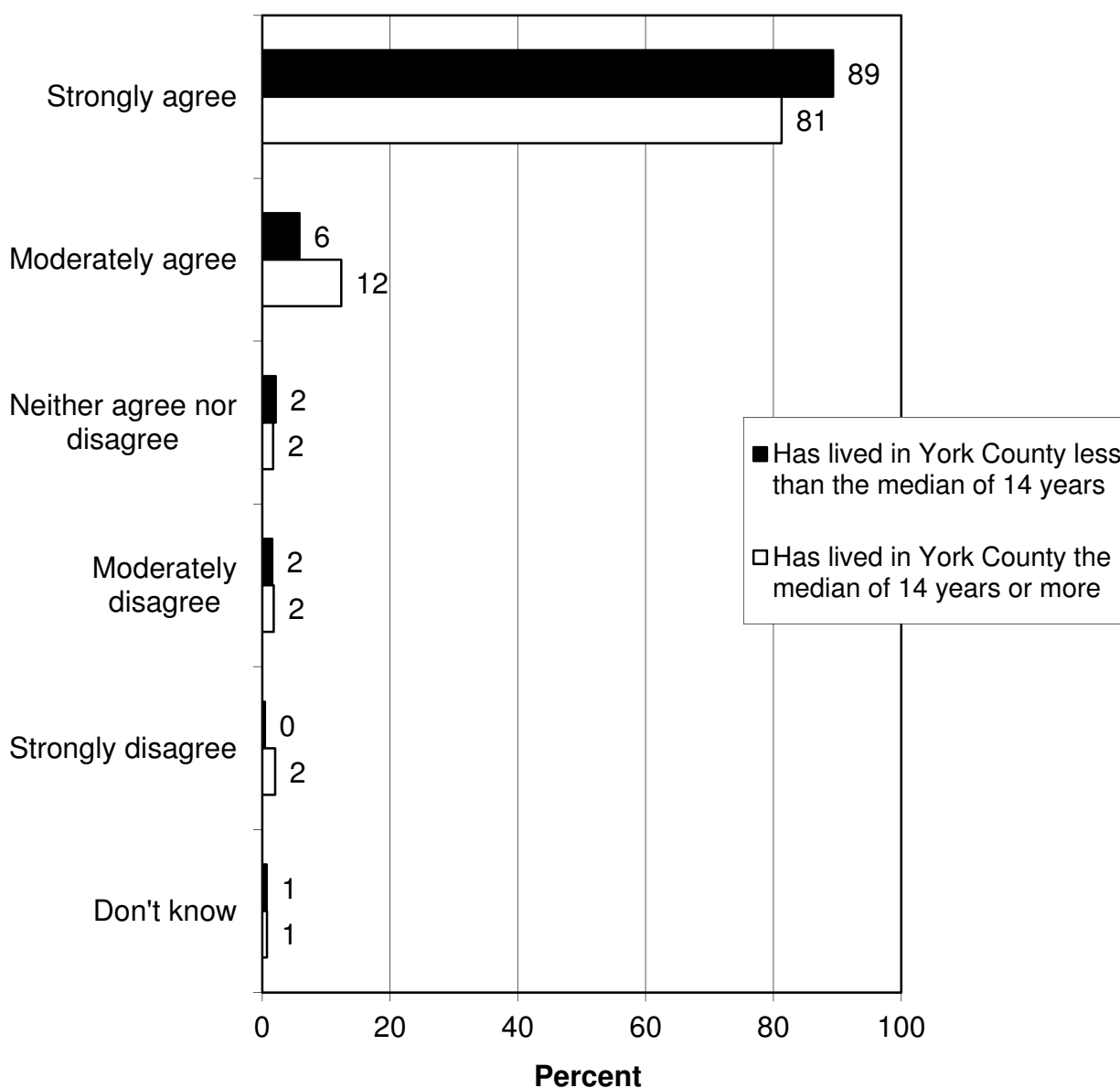
Q80. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was responsive? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)



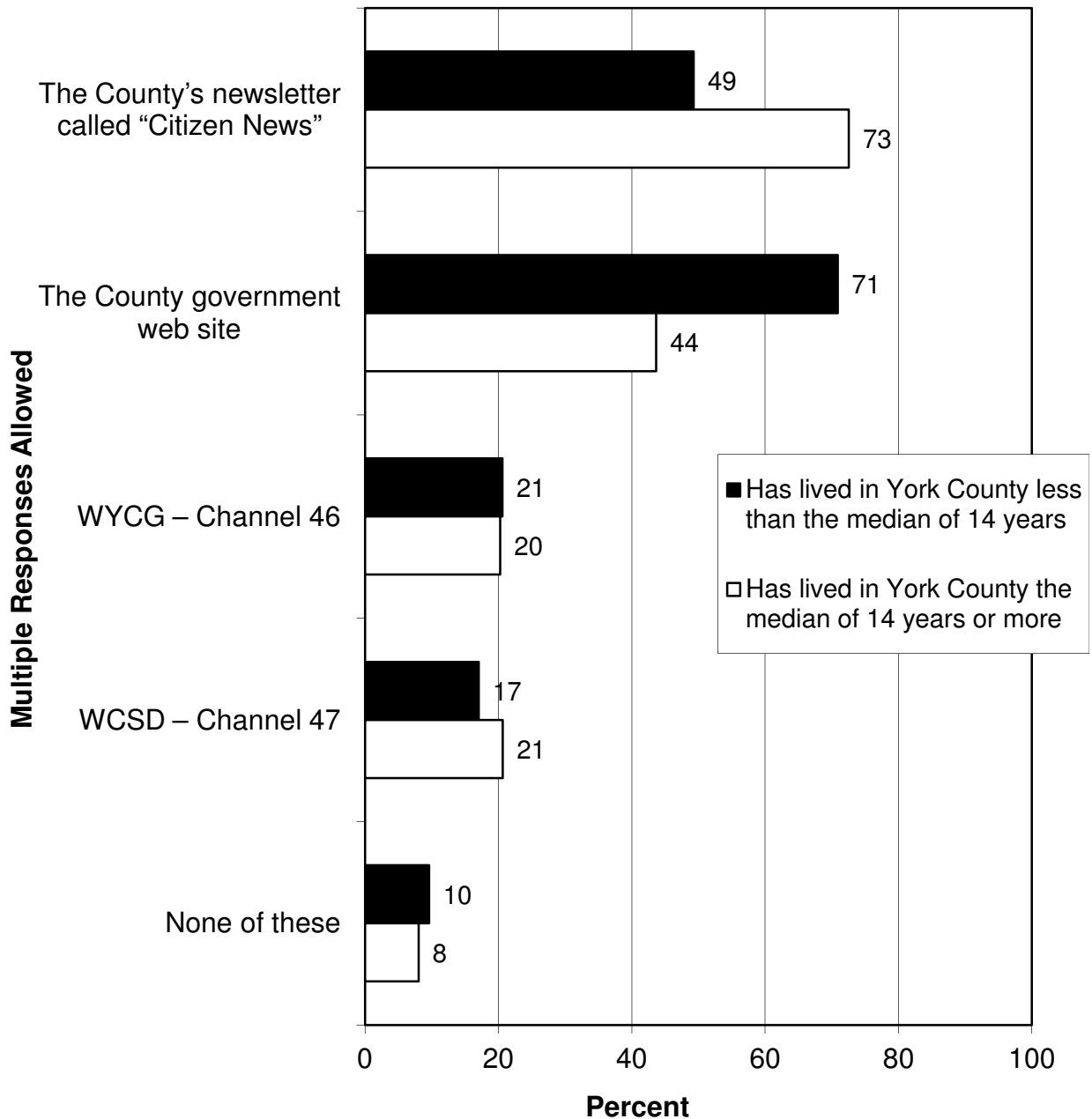
Q81. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was courteous? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)



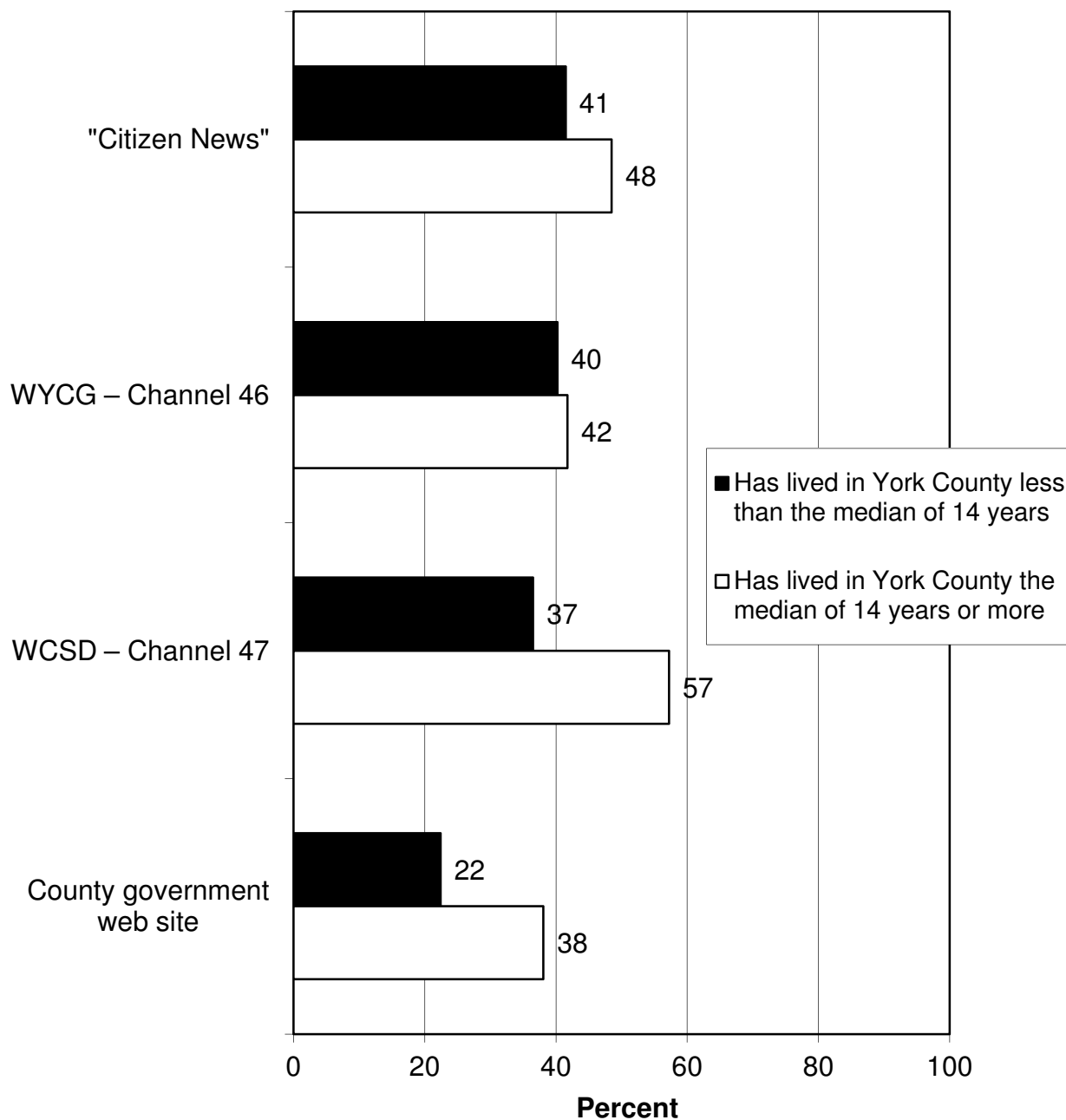
Q82. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was knowledgeable? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)



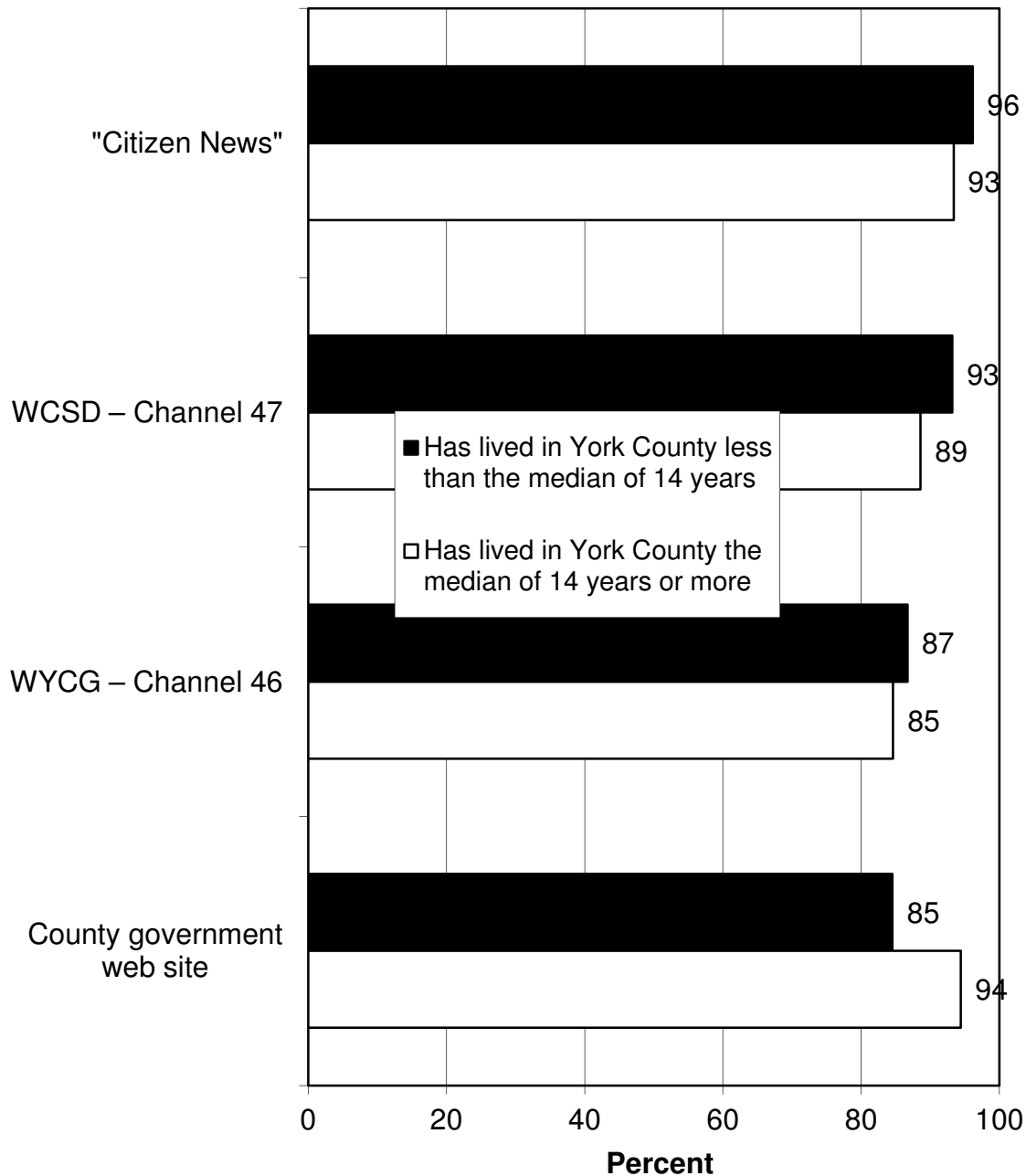
Q85. From which of the following sources do you get information about County services, programs, and/or government affairs? How about...?



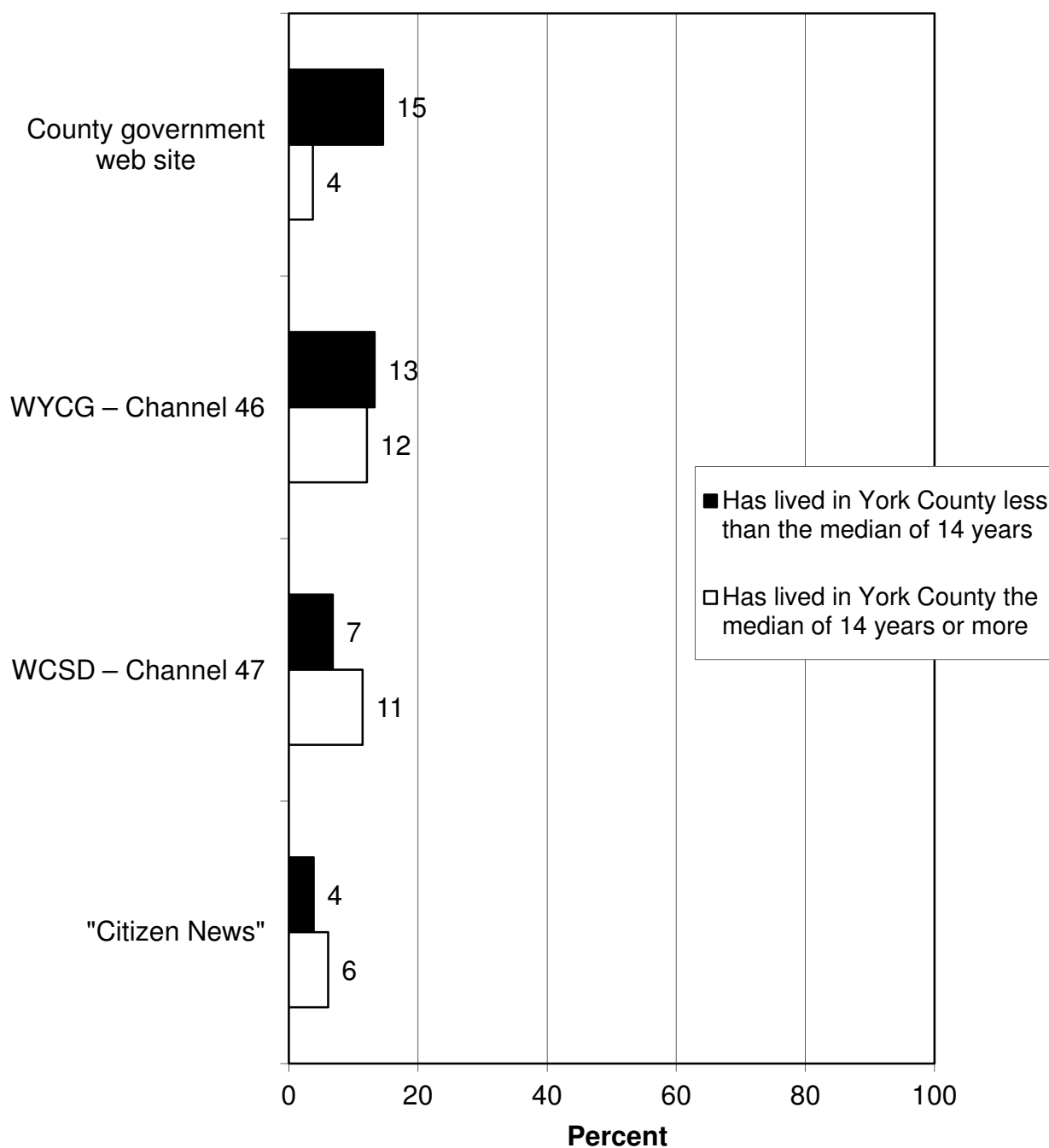
**Q87-Q89. Percent who rated the following
excellent as a source of information about
County services, programs, and/or government
affairs.**



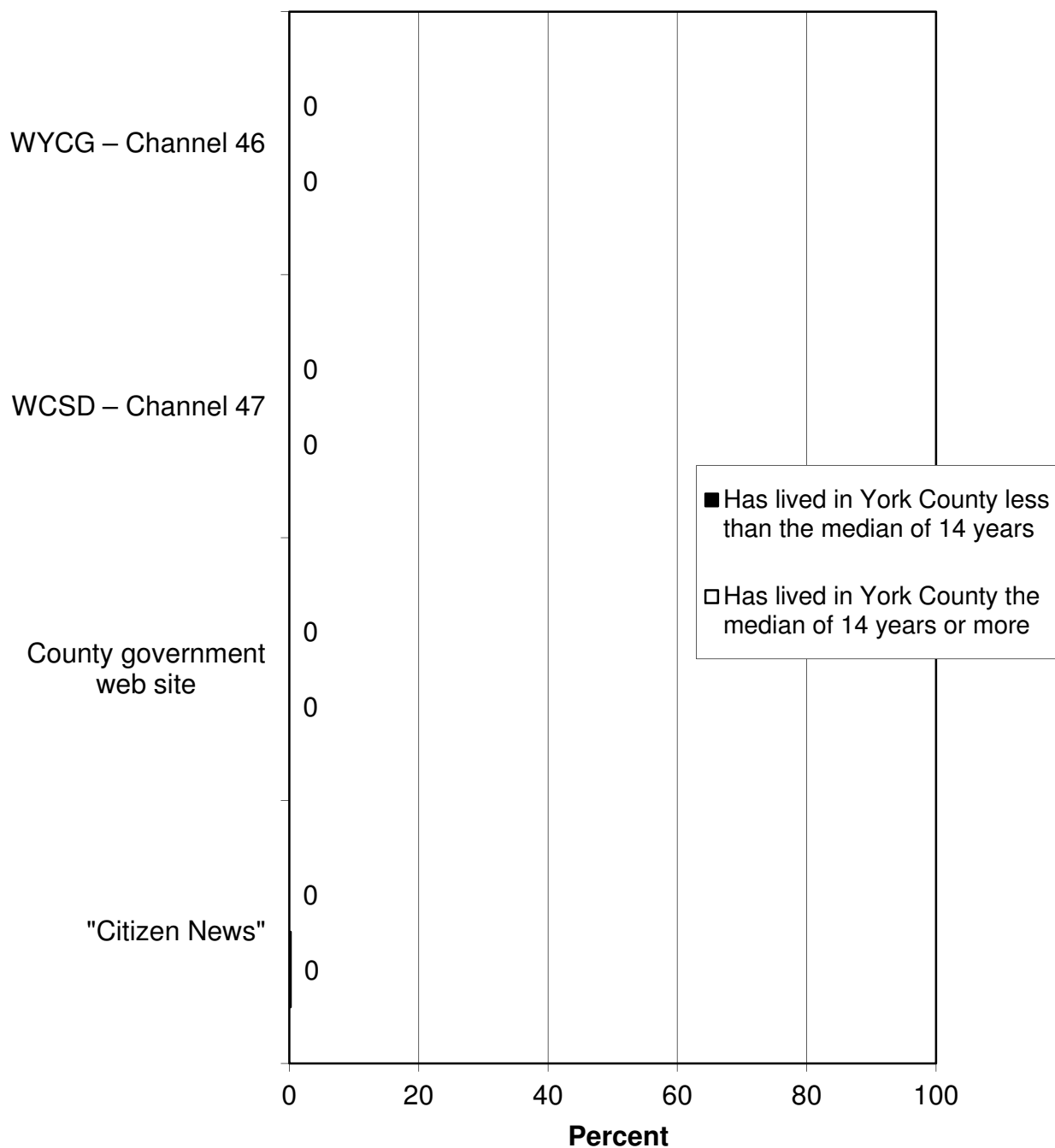
**Q87-Q89. Percent who rated the following
excellent or good as a source of information
about County services, programs, and/or
government affairs.**



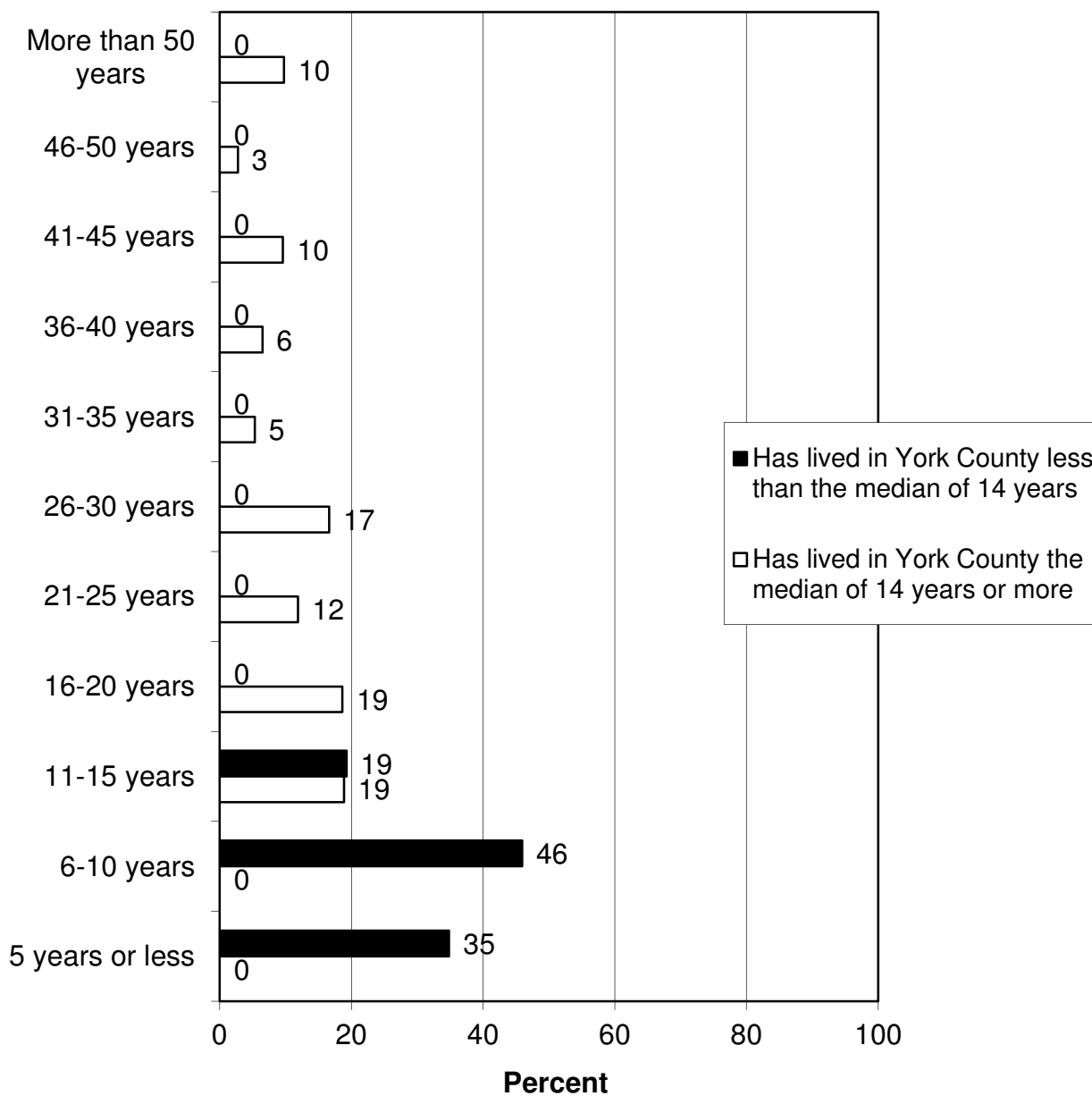
Q87-Q89. Percent who rated the following fair or poor as a source of information about County services, programs, and/or government affairs.



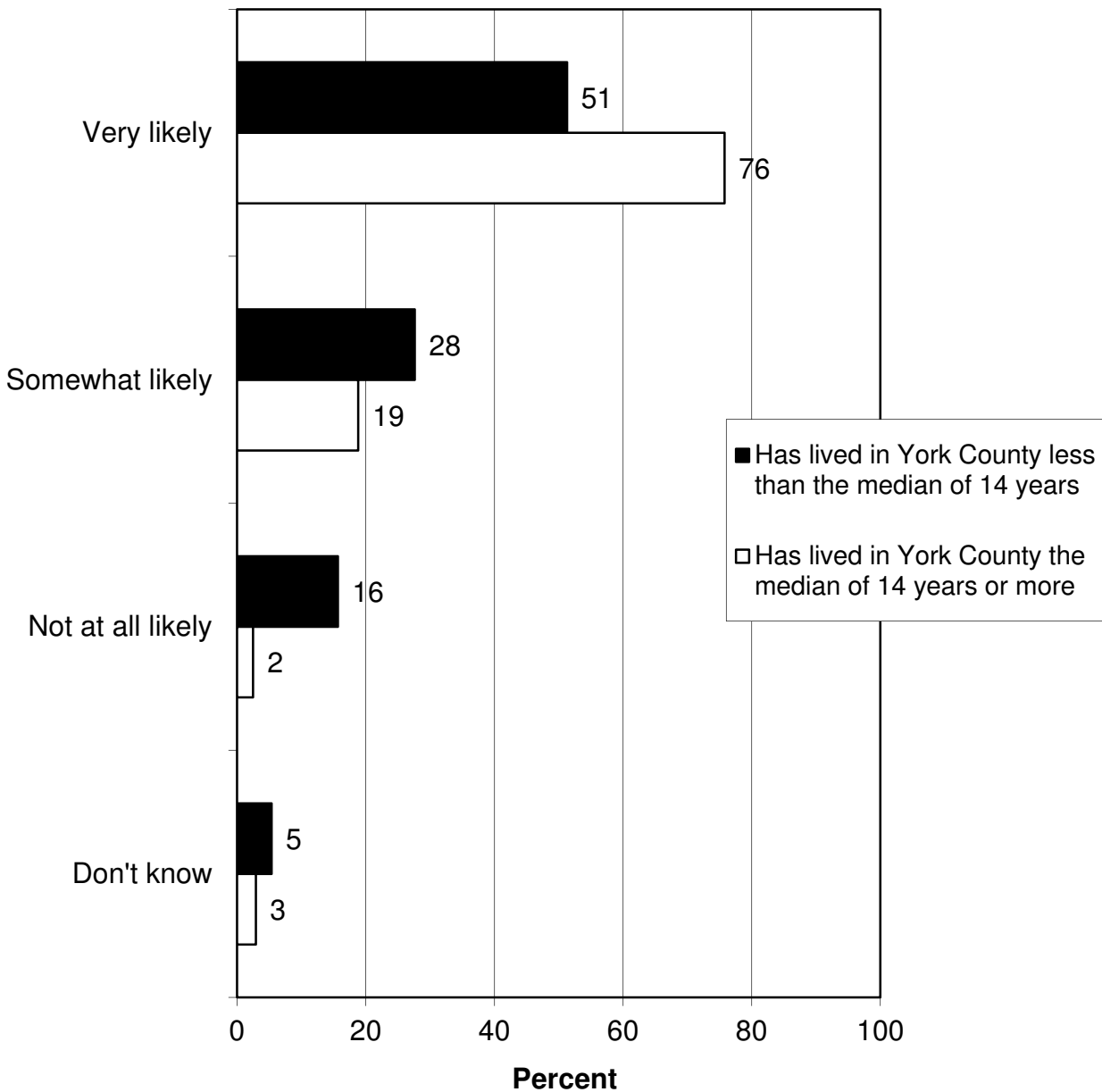
Q87-Q89. Percent who rated the following poor as a source of information about County services, programs, and/or government affairs.



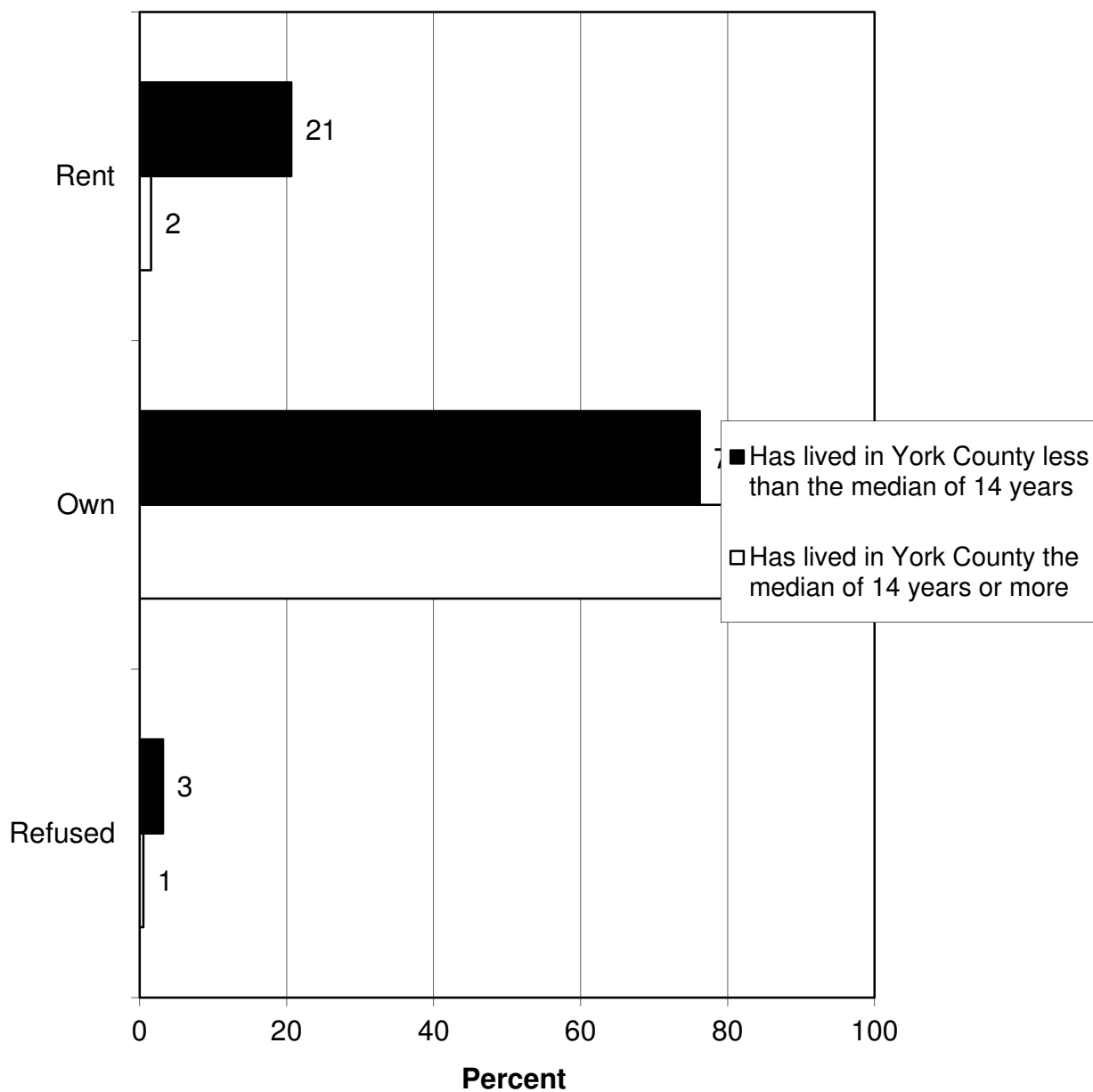
Q93. How many years have you lived in York County?



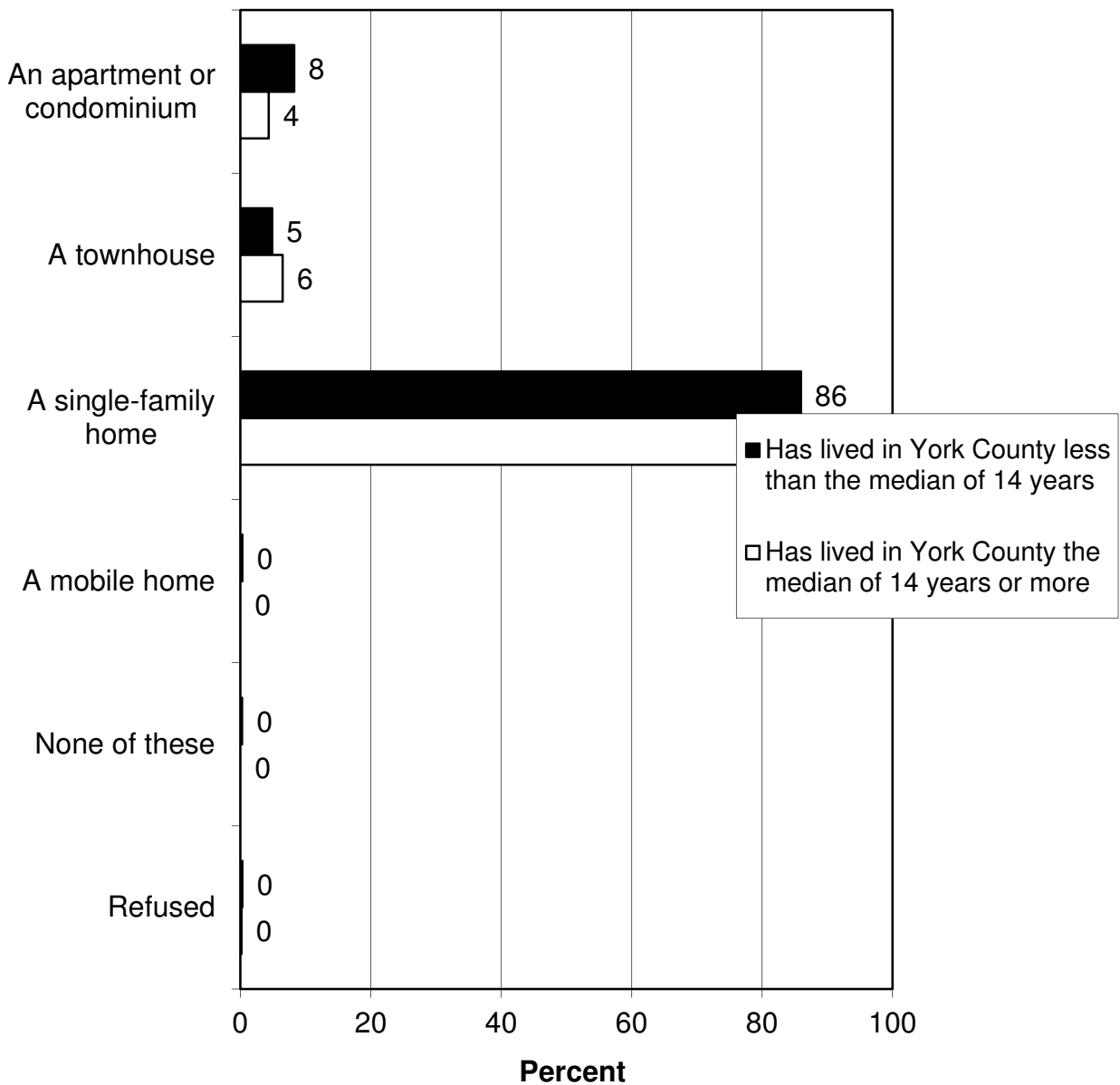
Q96. How likely are you to be living in York County 5 years from now?

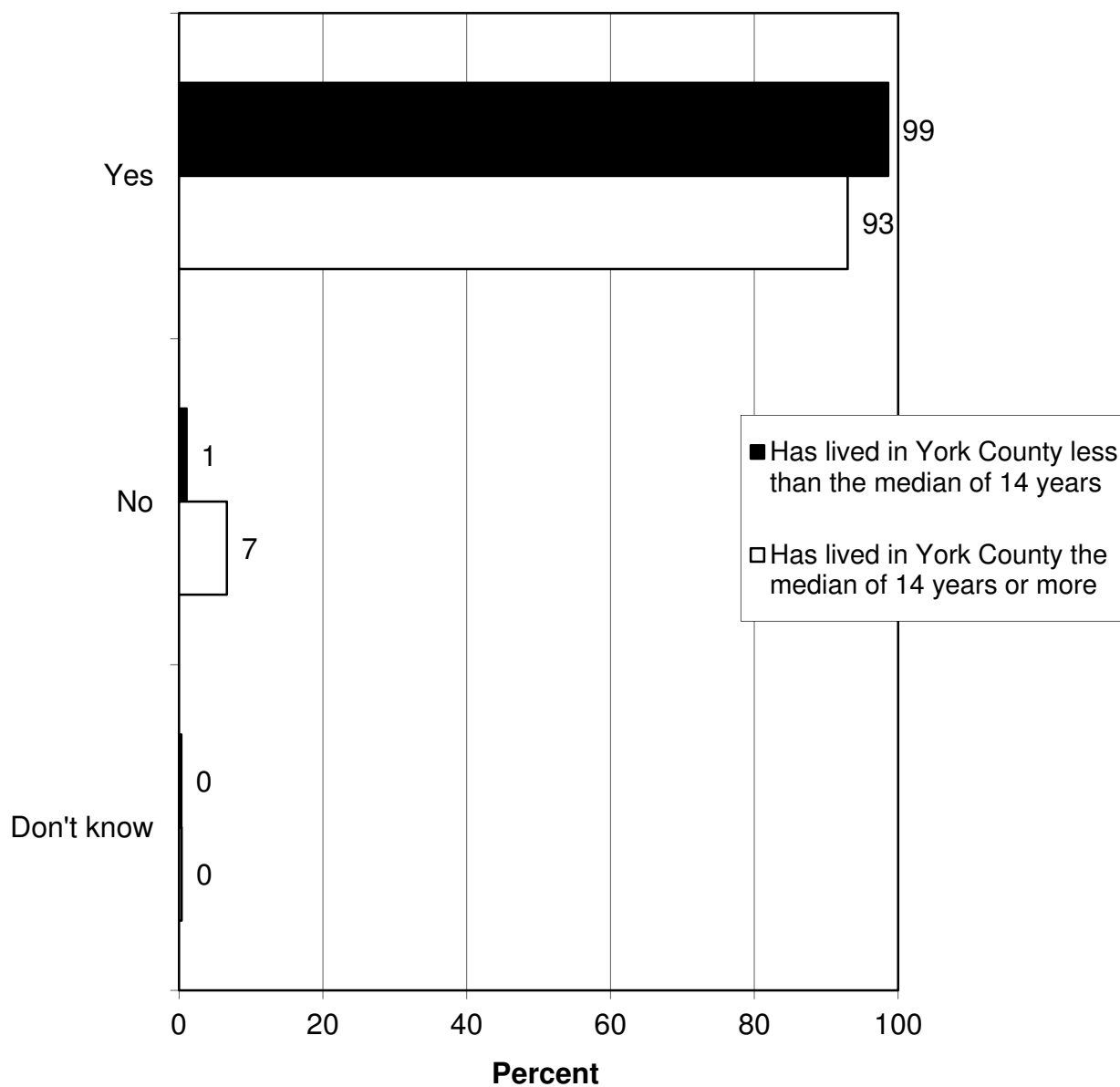


Q97. Do you rent or own your current place of residence?

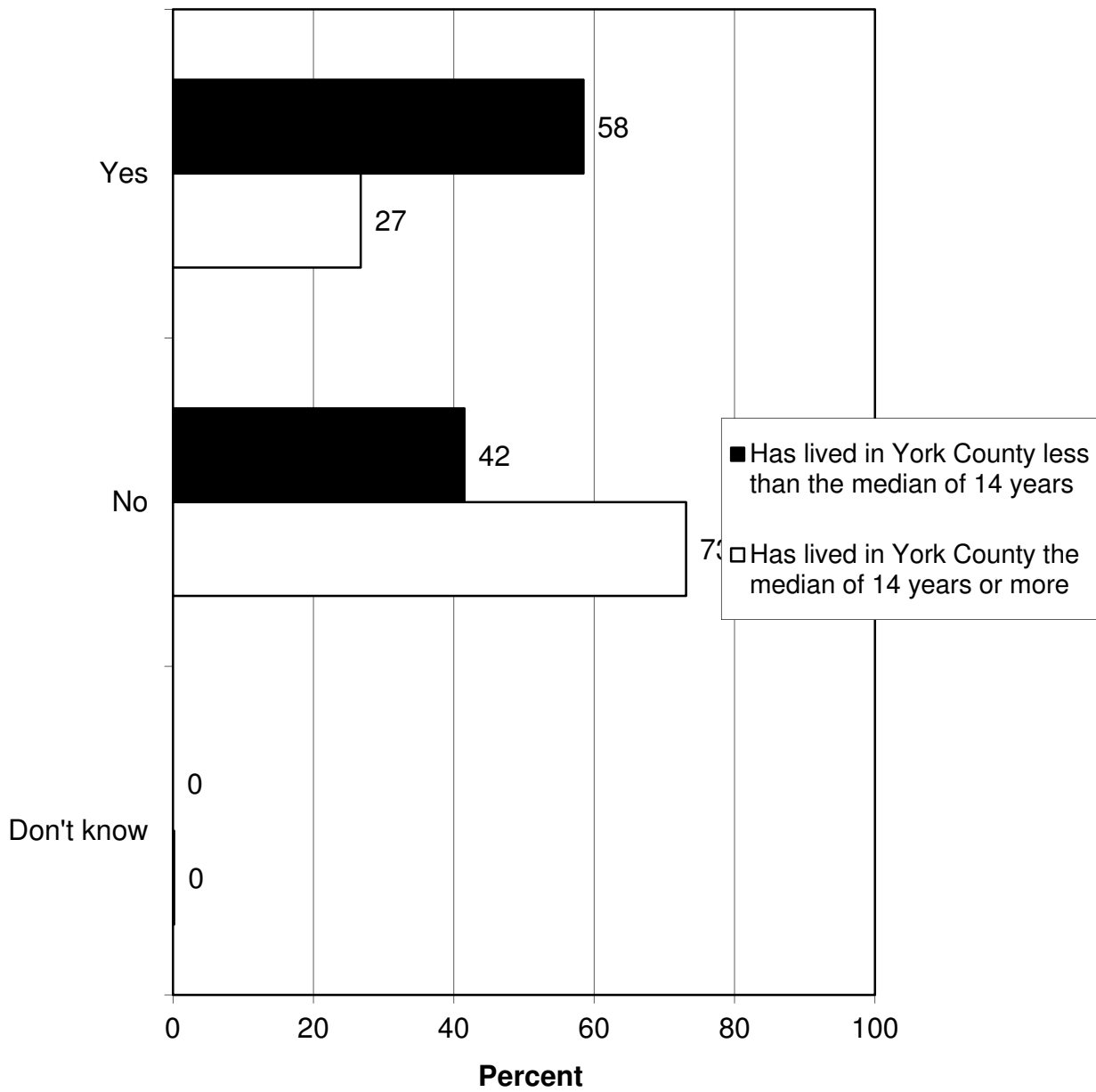


Q98. Do you consider your place of residence to be an apartment or condominium, a townhouse, a single-family home, a mobile home, or none of these?

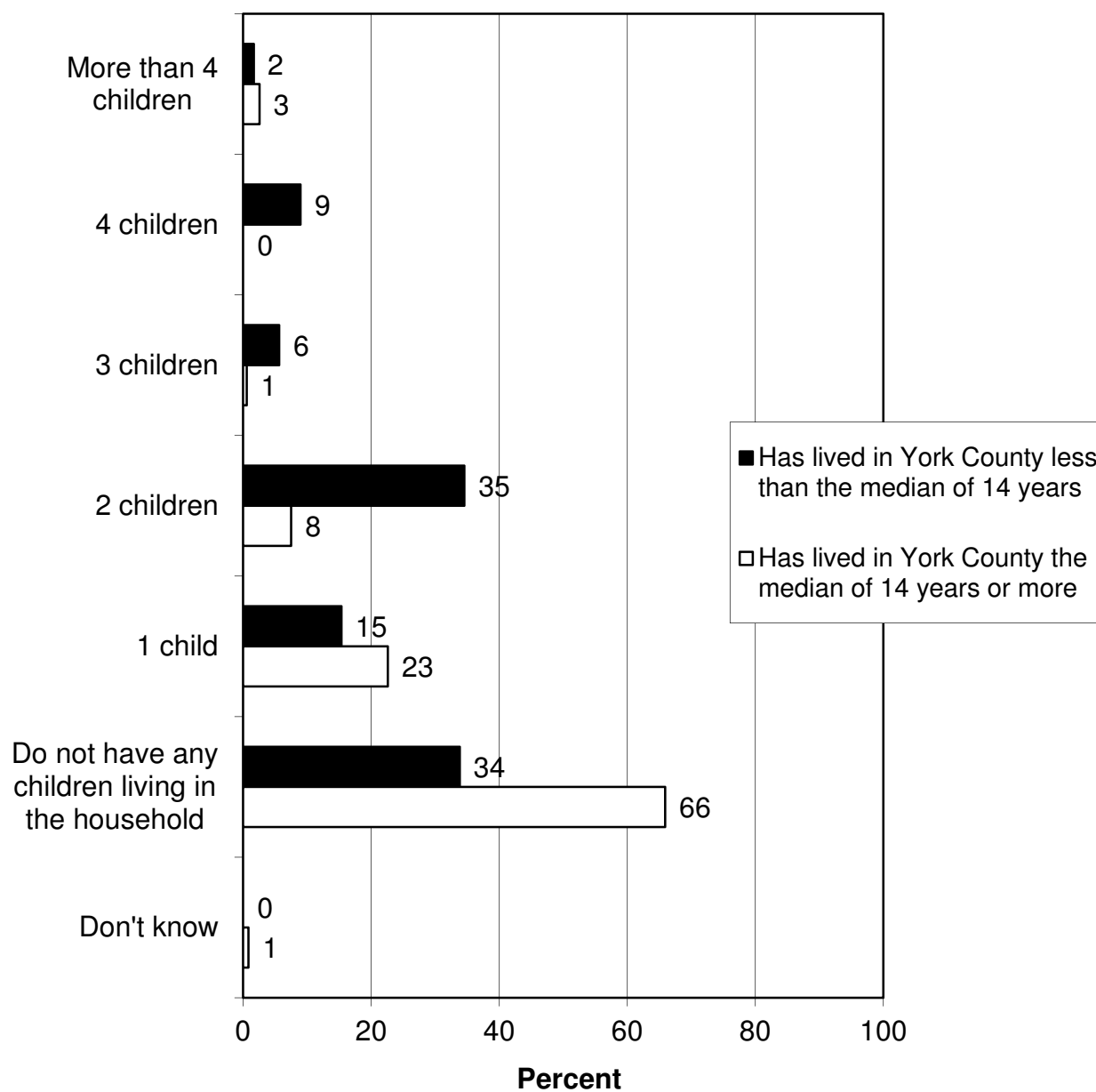


Q100. Do you have Internet access in your home?

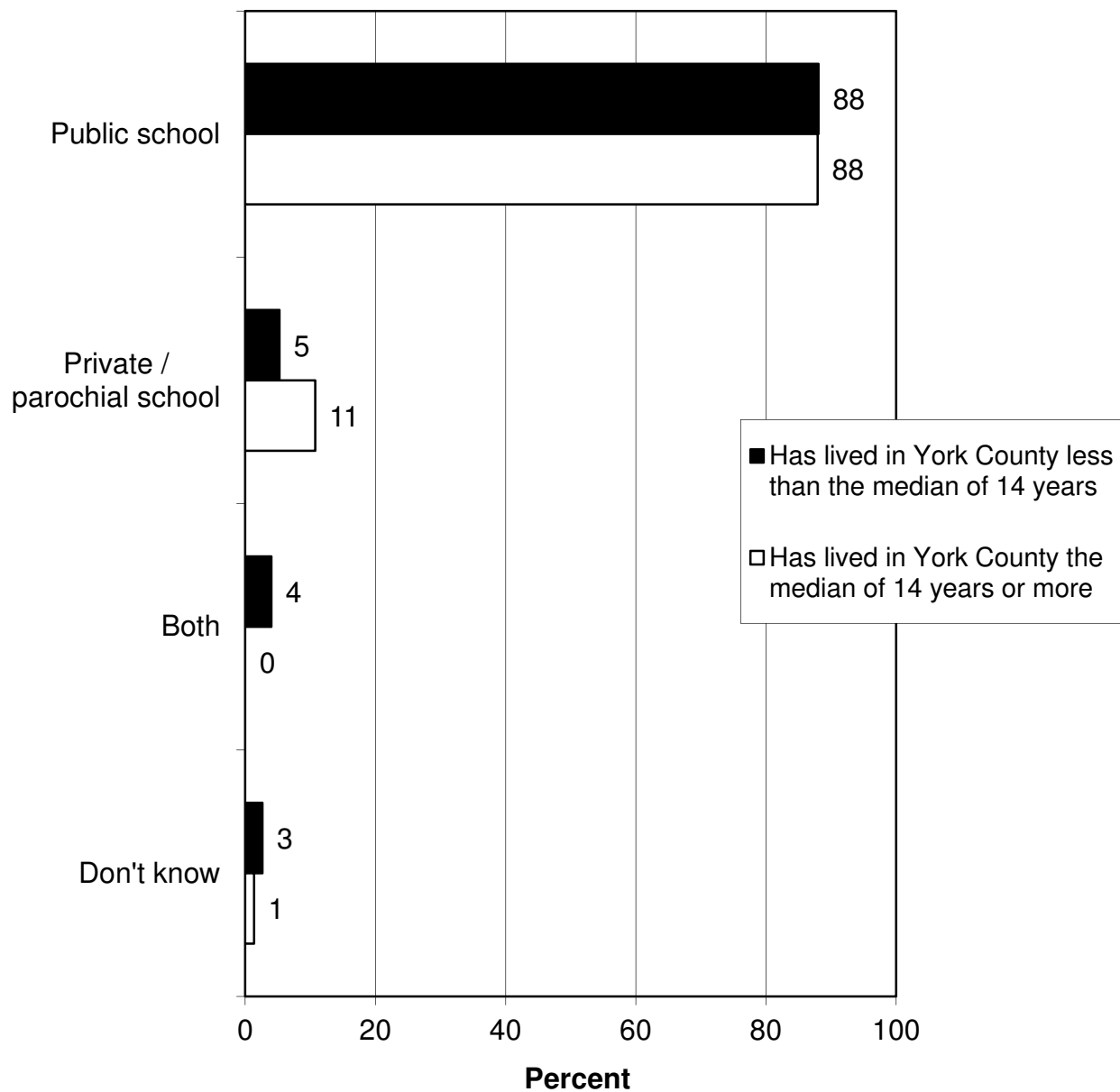
Q101. Is anyone in your household on active military duty or a military retiree?



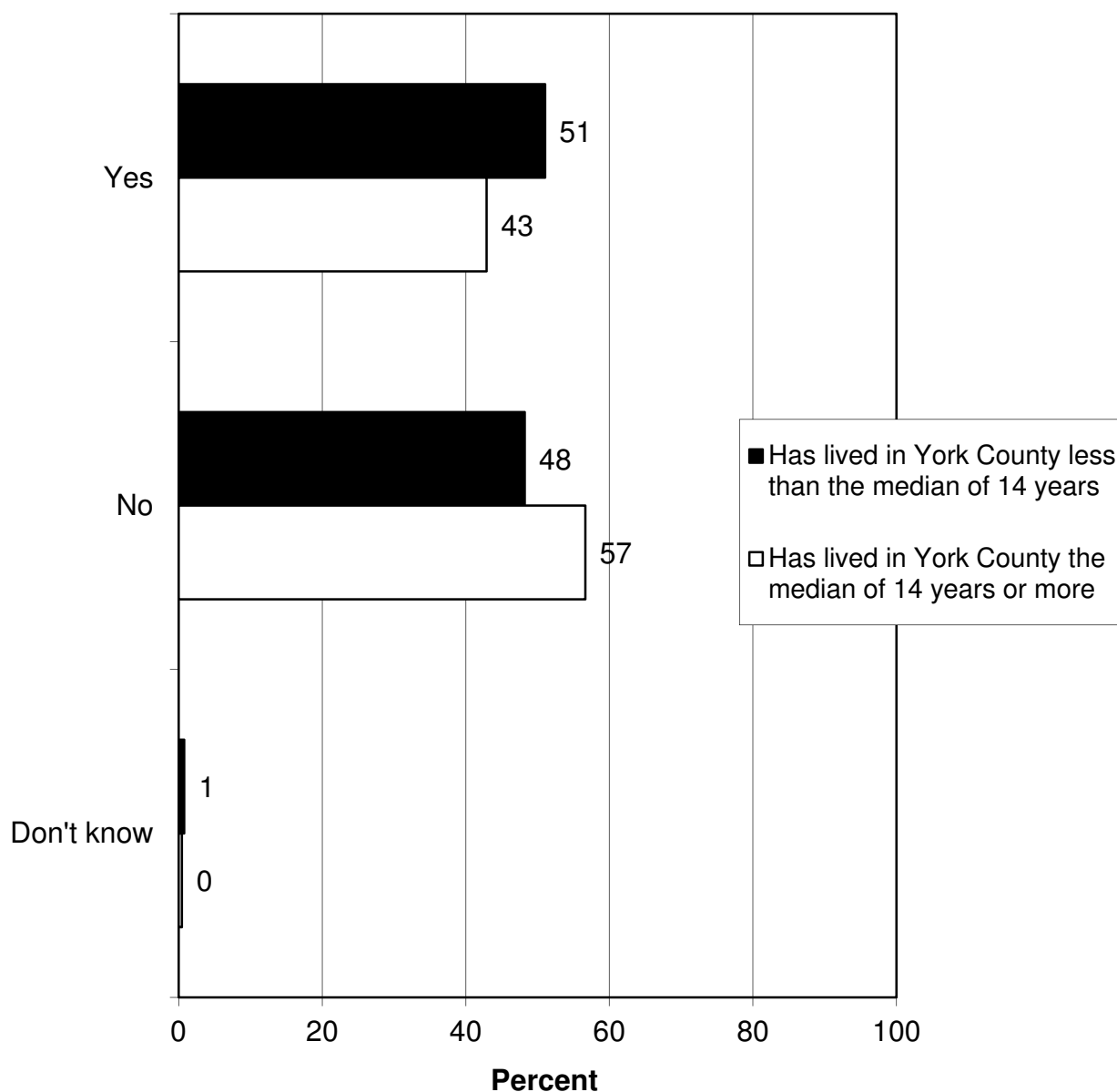
Q102. How many children, age 17 or younger, do you have living in your household?



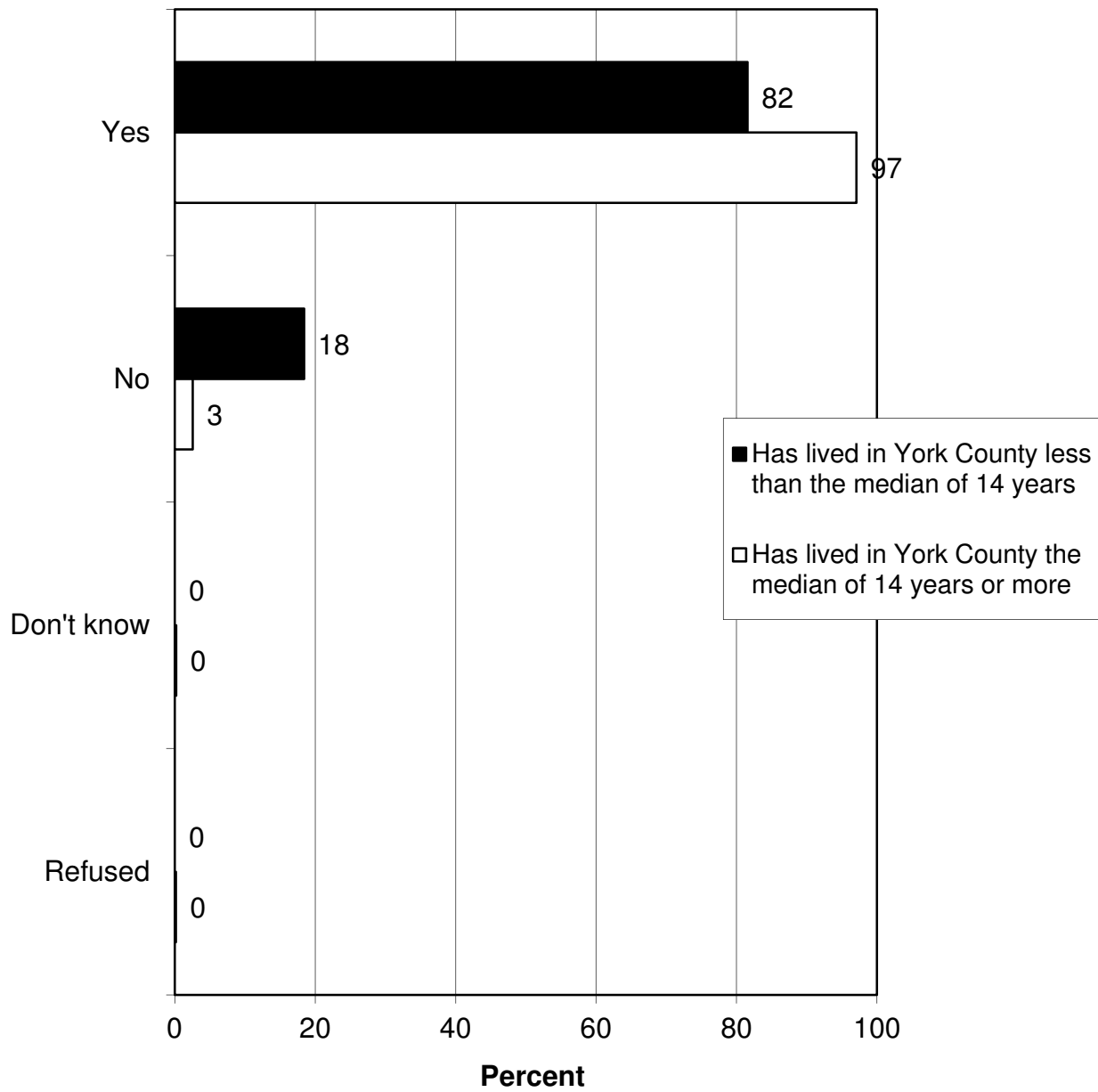
Q107. [Is/Are] the [child/children] living in your household currently attending public school or private / parochial school in York County?

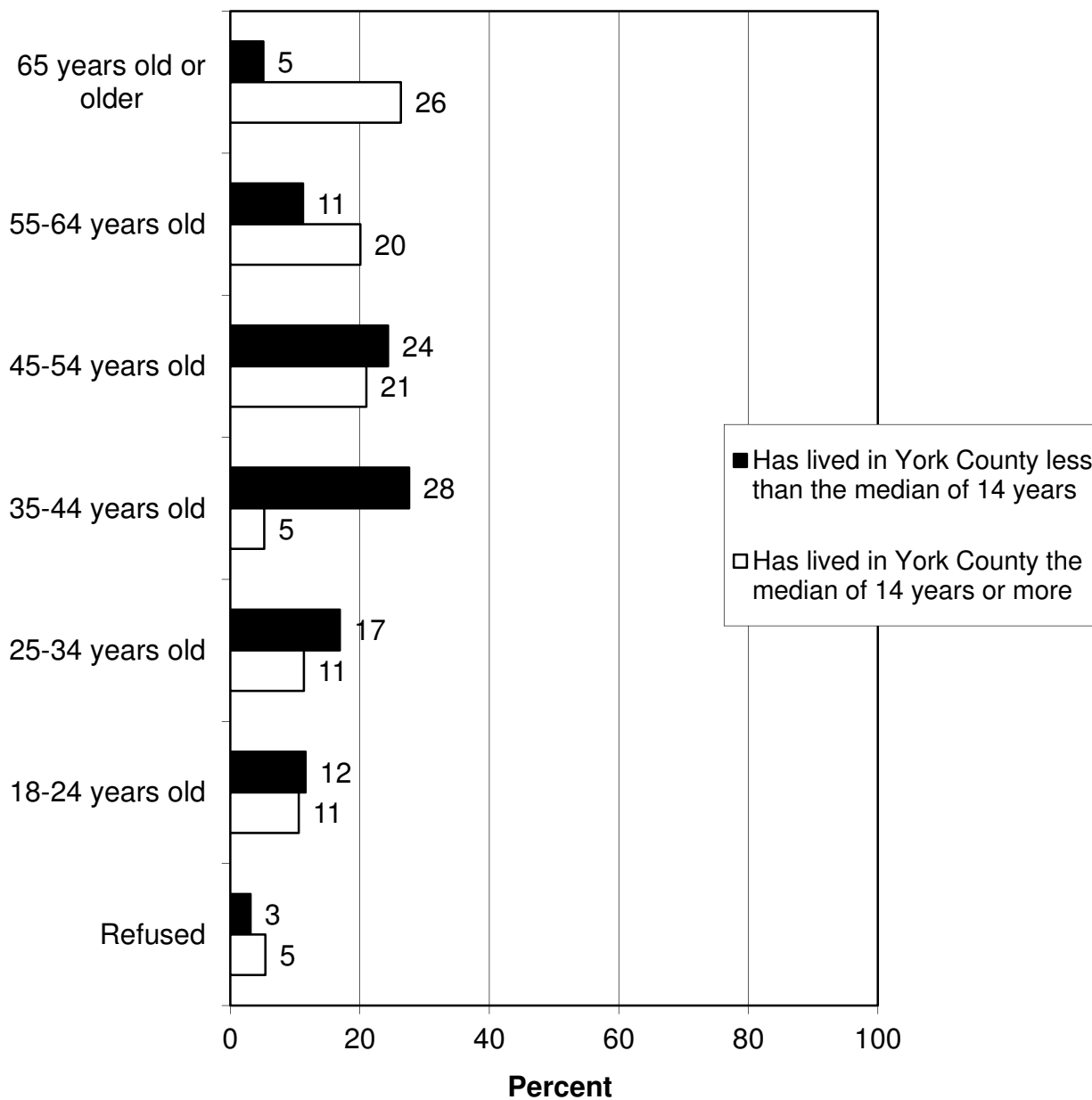


Q108. [Has/Have] the [child/children] living in your household participated in any youth recreation programs or leagues in York County in the past 12 months?

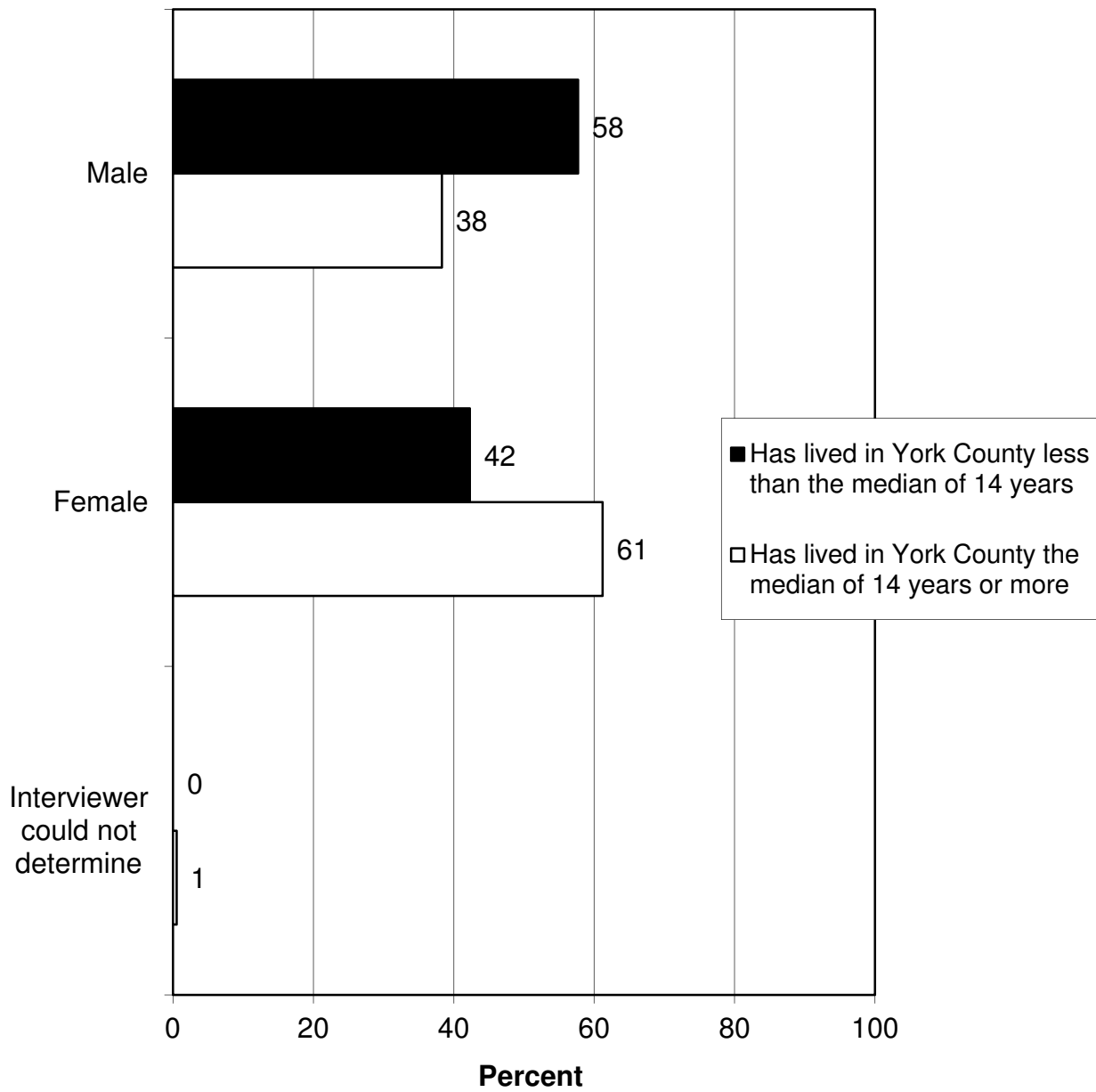


Q109. Are you currently registered to vote in York County?



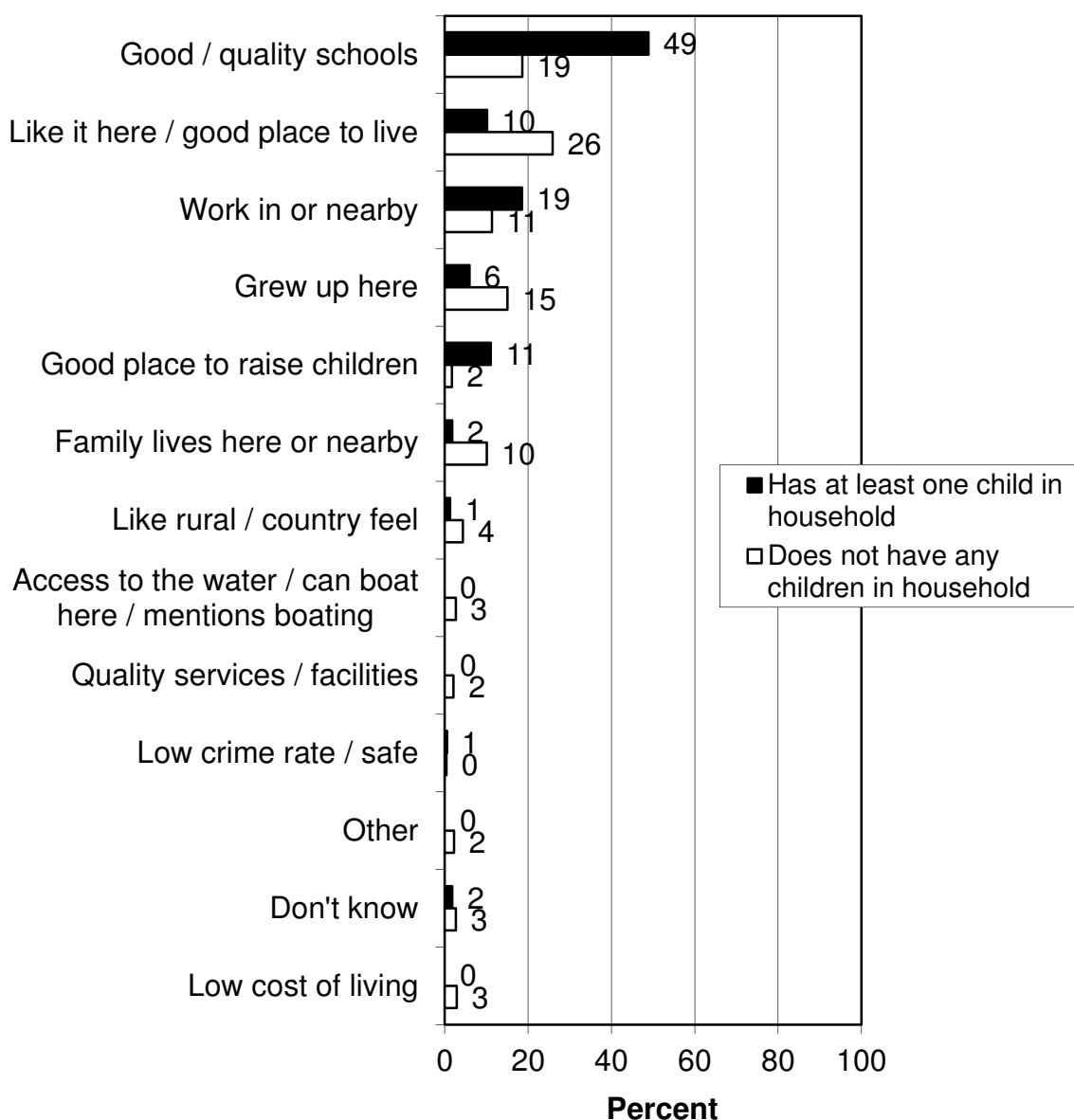
Q114. Respondent's age.

Q121. Respondent's gender. (Observed; not asked by interviewer.)

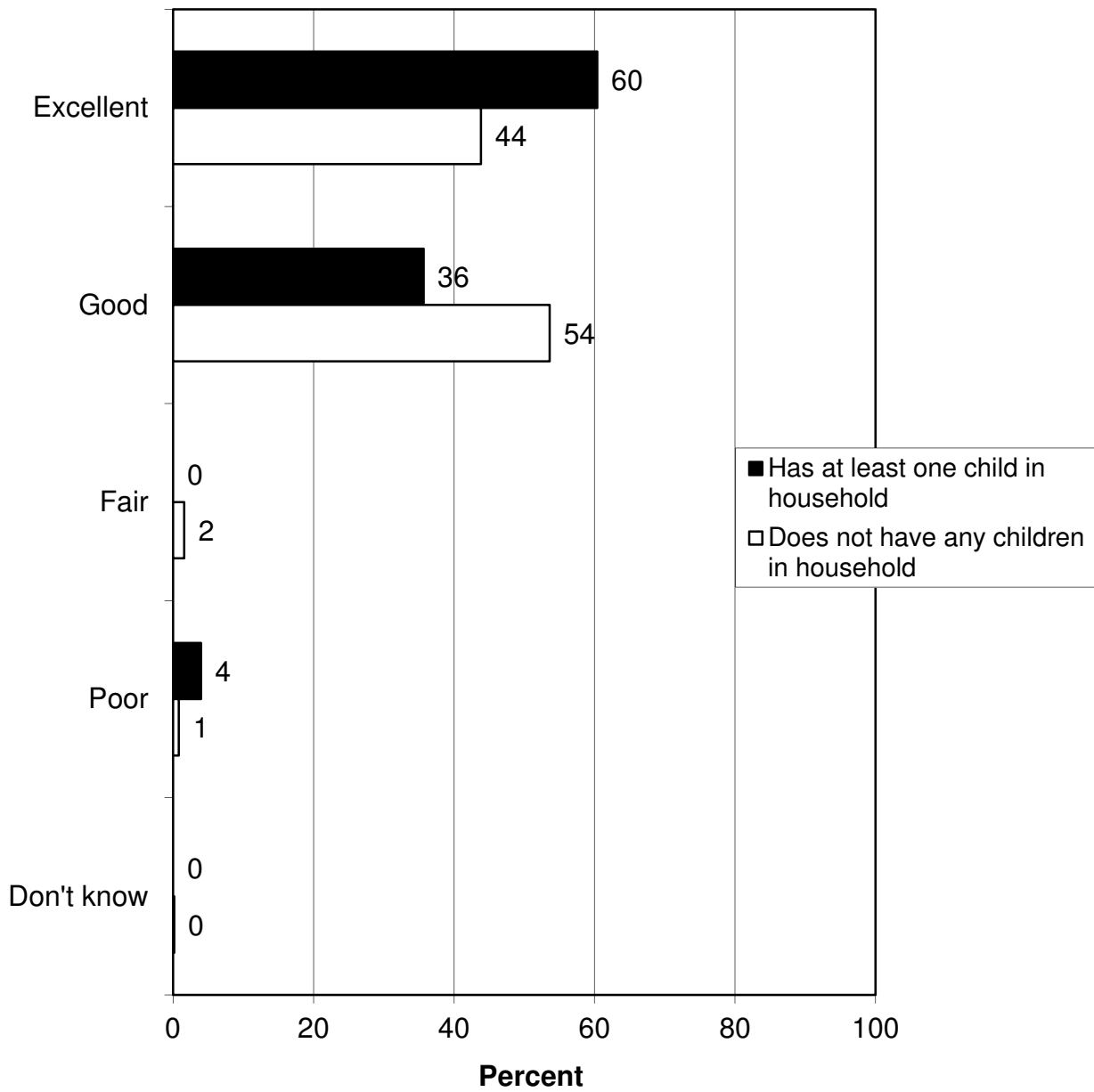


APPENDIX D: CROSSTABULATIONS BY CHILDREN IN HOUSEHOLD VERSUS NO CHILDREN IN HOUSEHOLD

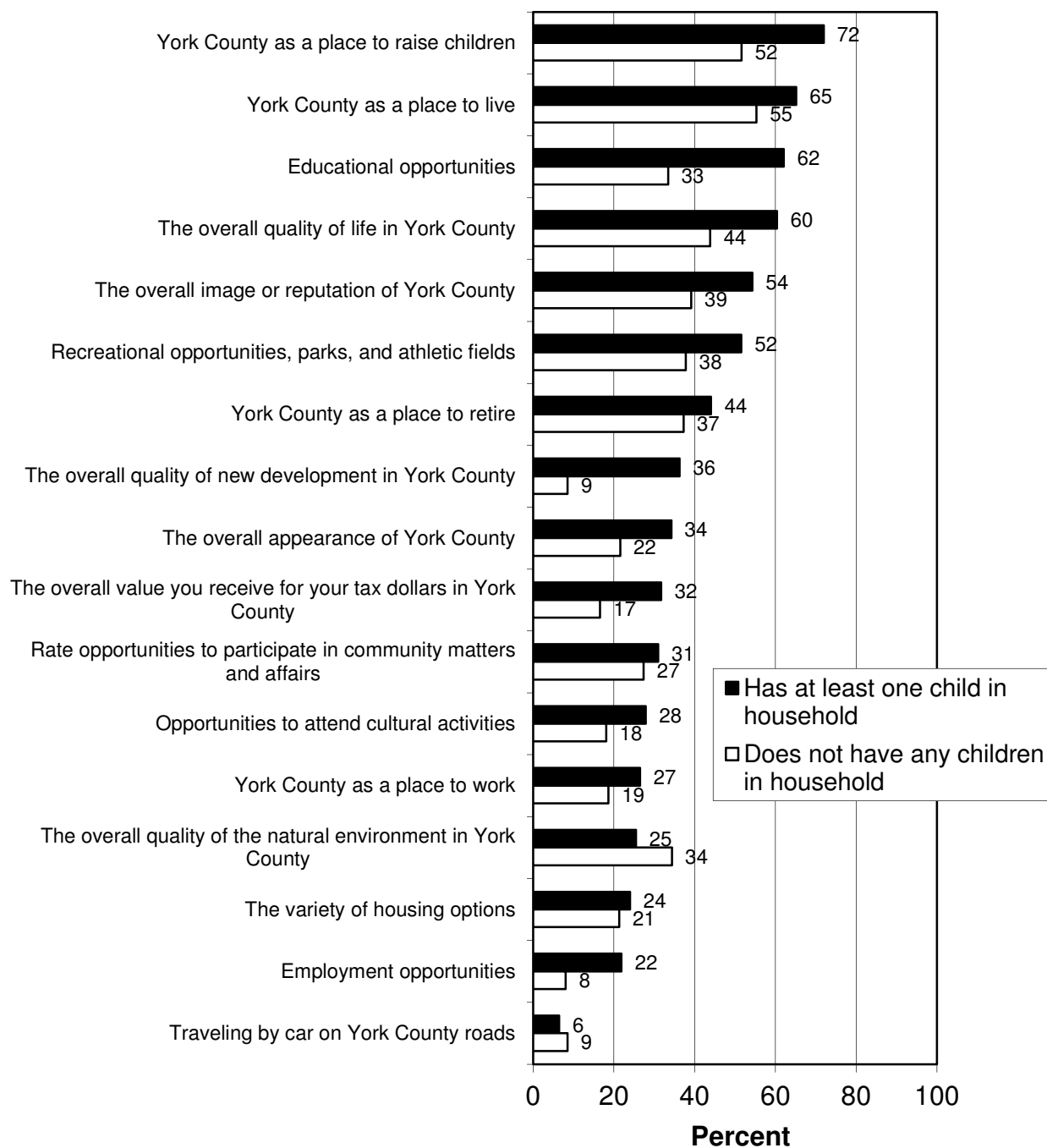
Q14. First, what is the single main reason you live in York County?



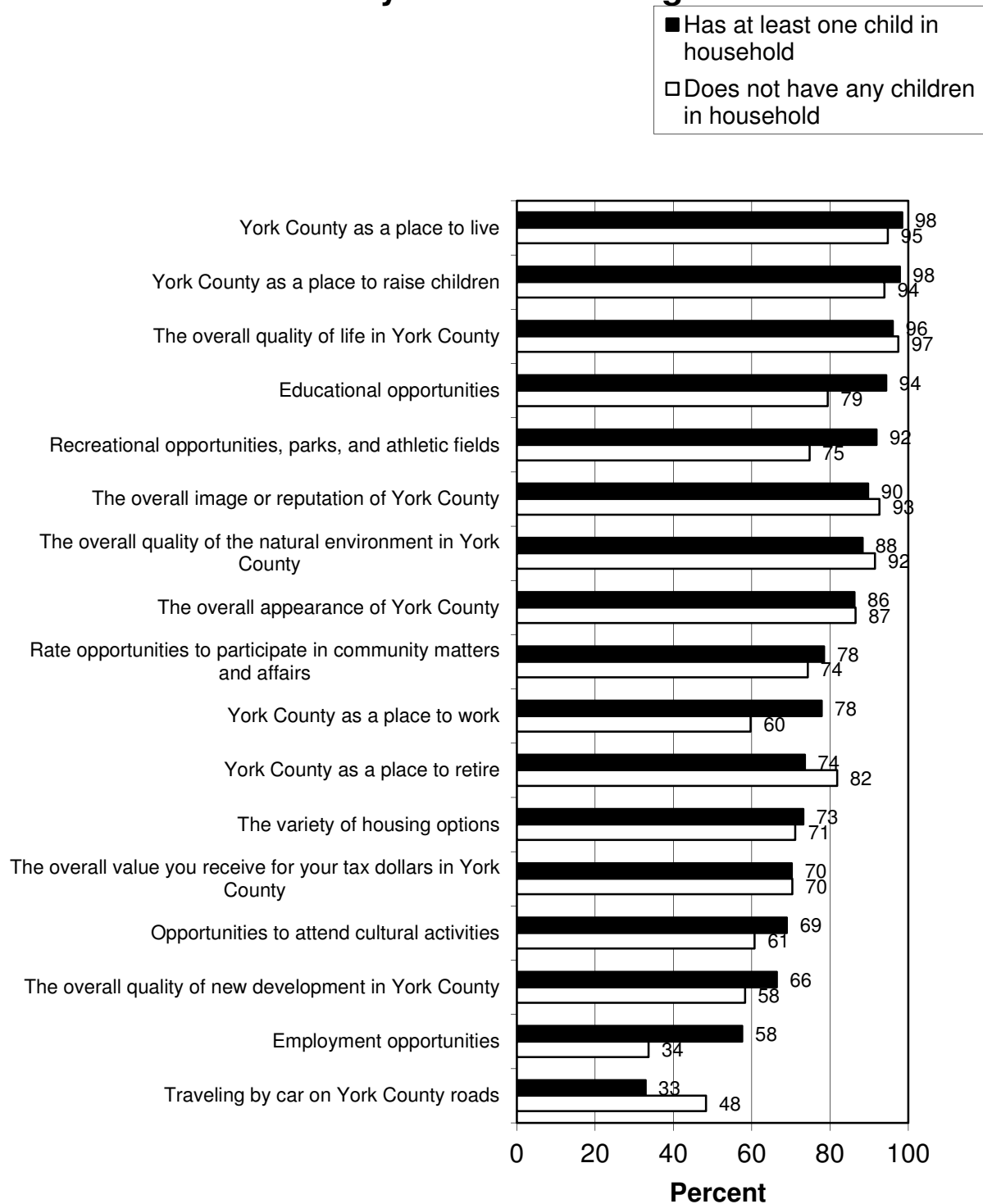
Q17. How would you rate overall quality of life in York County?



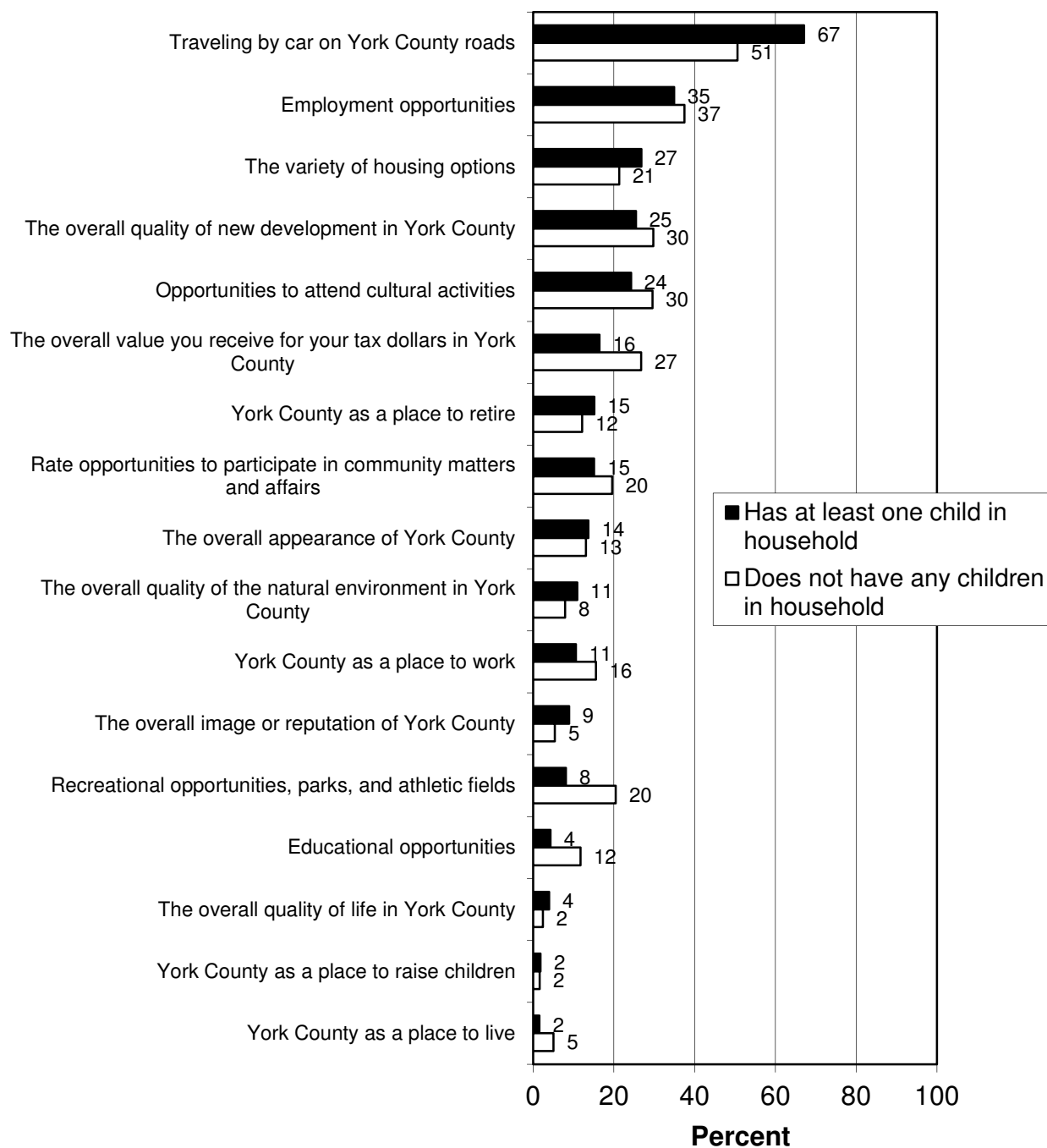
Q17-Q34. Percent who rated the following in York county as excellent.



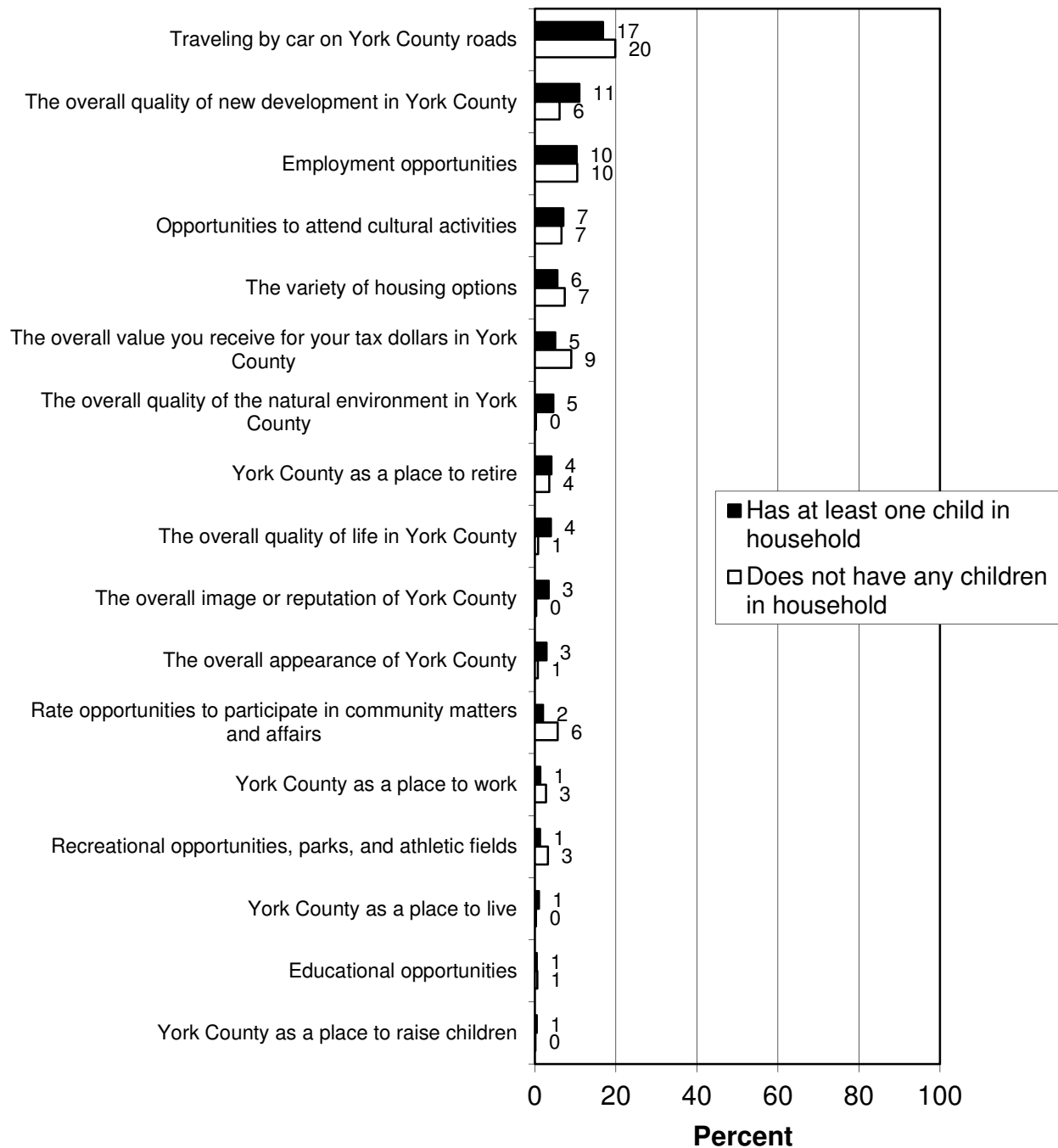
Q17-Q34. Percent who rated the following in York county as excellent or good.



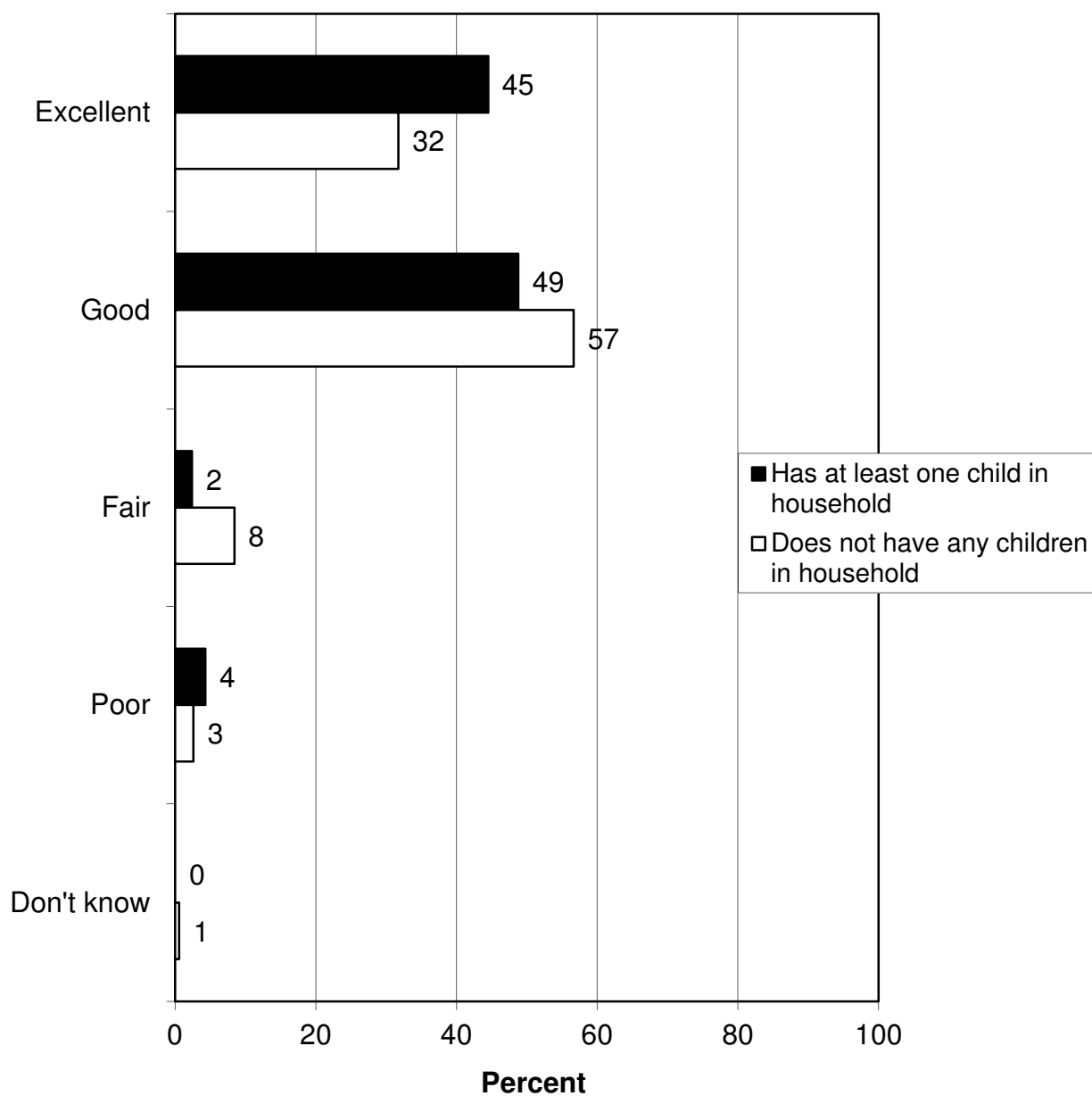
Q17-Q34. Percent who rated the following in York county as fair or poor.



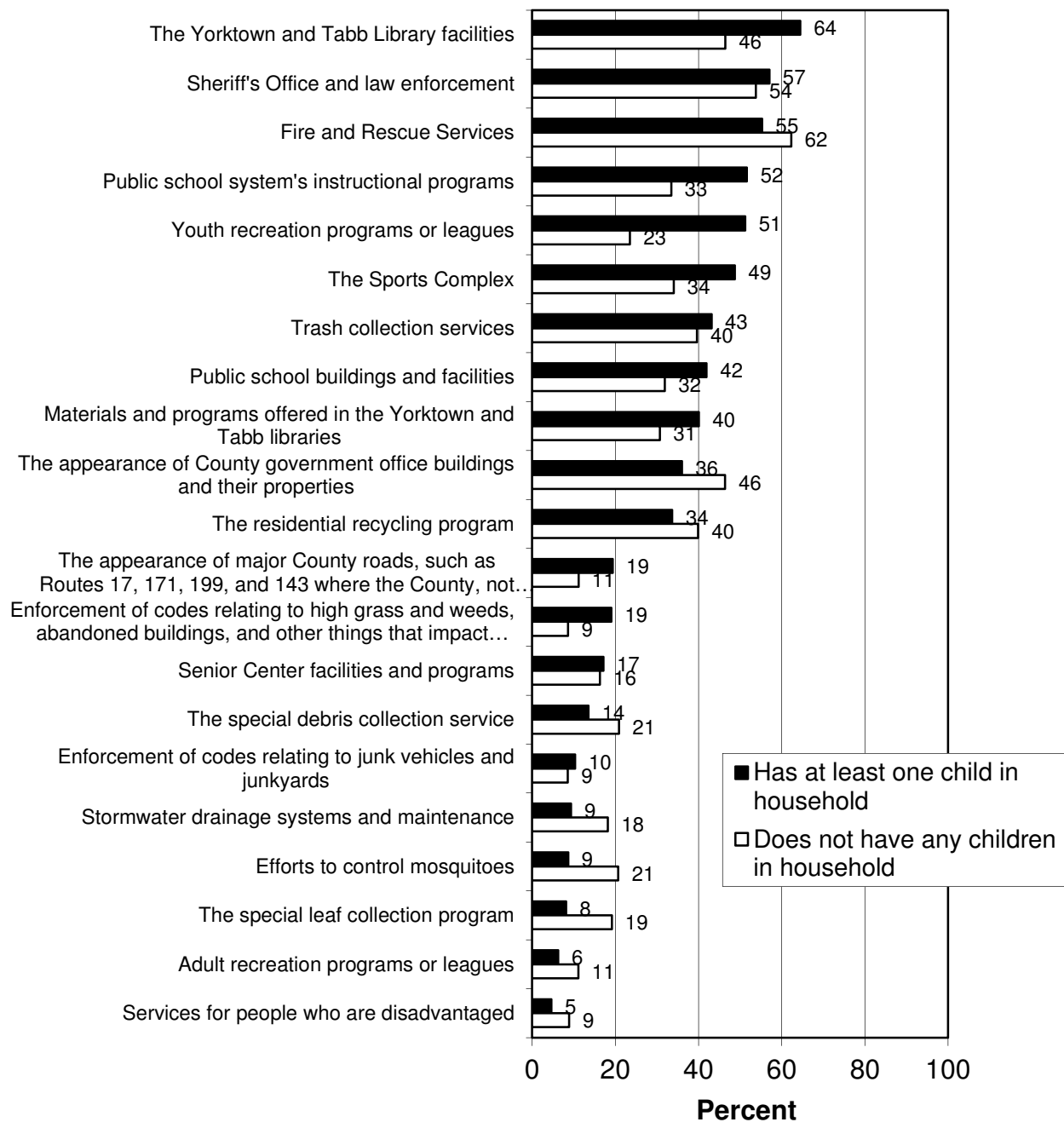
Q17-Q34. Percent who rated the following in York county as poor.



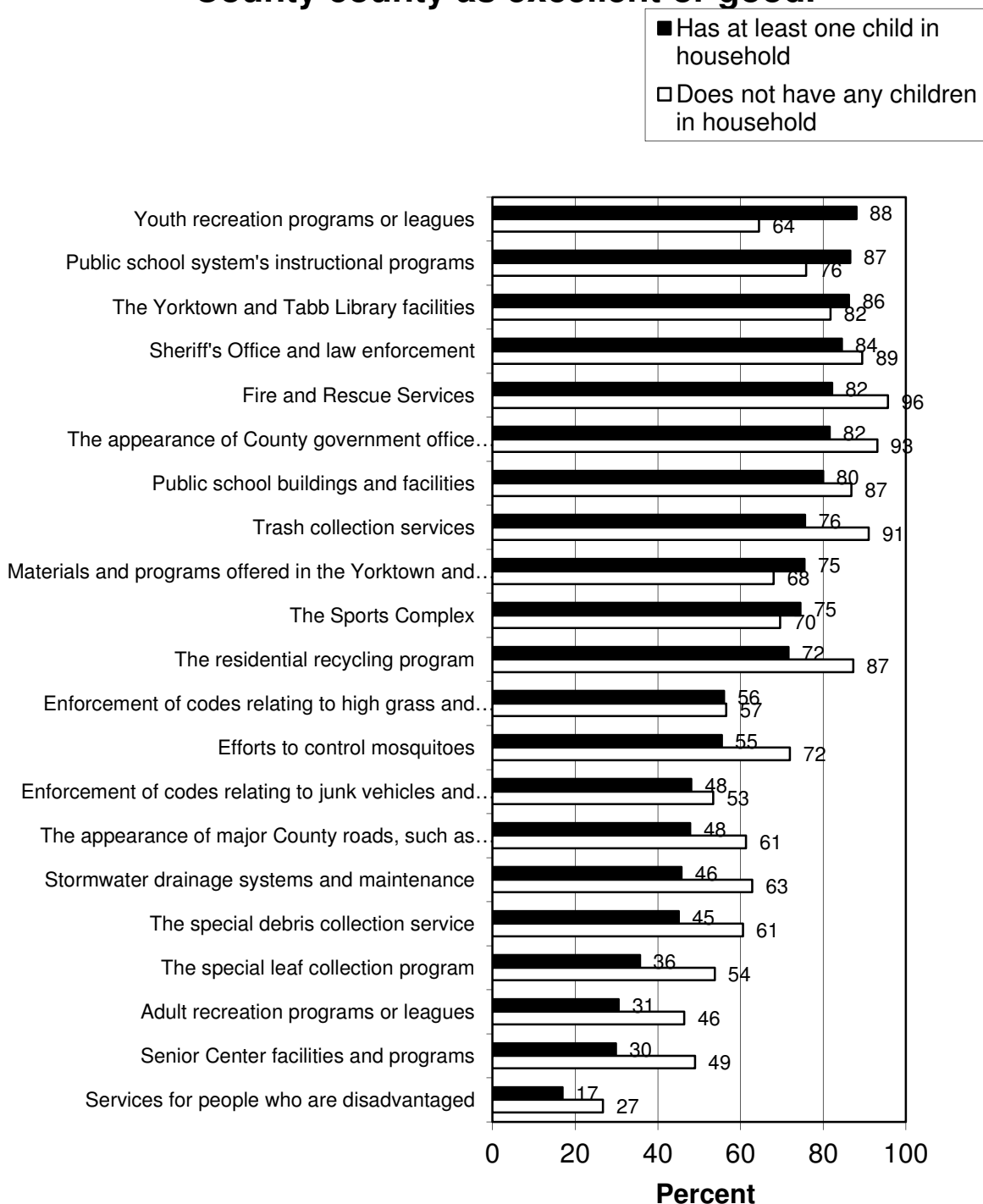
Q35. Overall, how would you rate the services provided by York County?



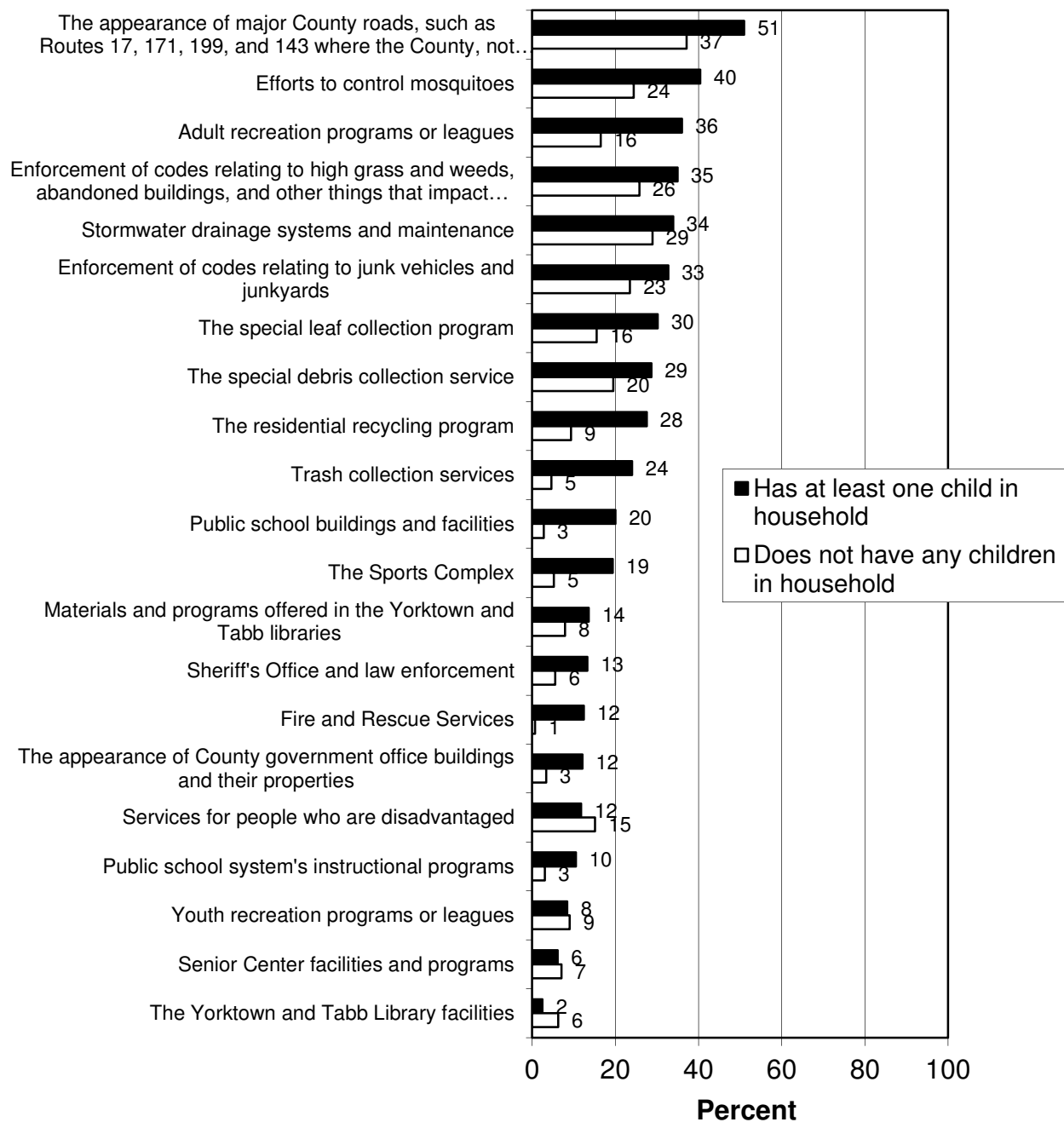
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as excellent.



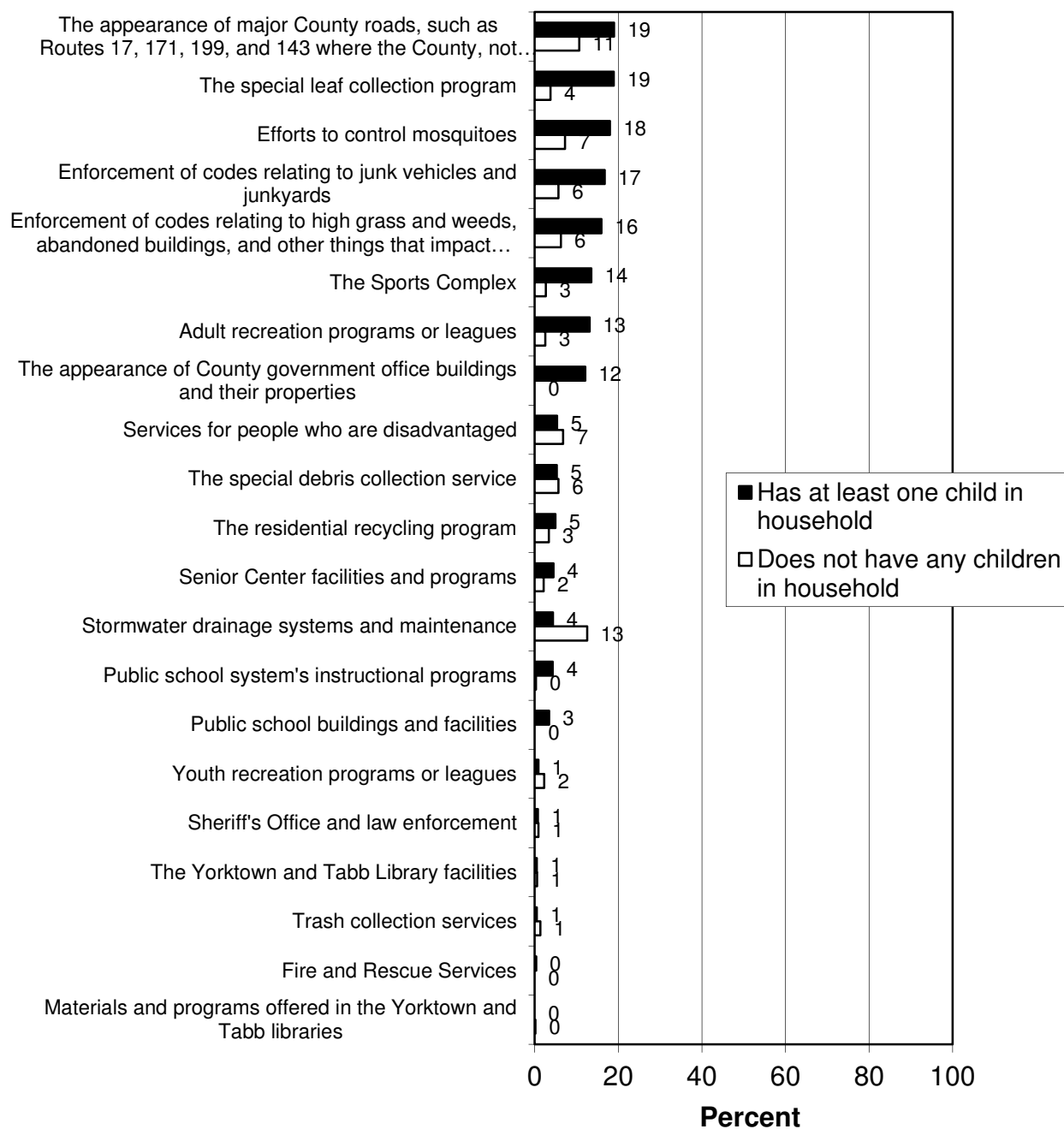
Q38-Q58. Percent who rated the following specific services or facilities provided by York County as excellent or good.



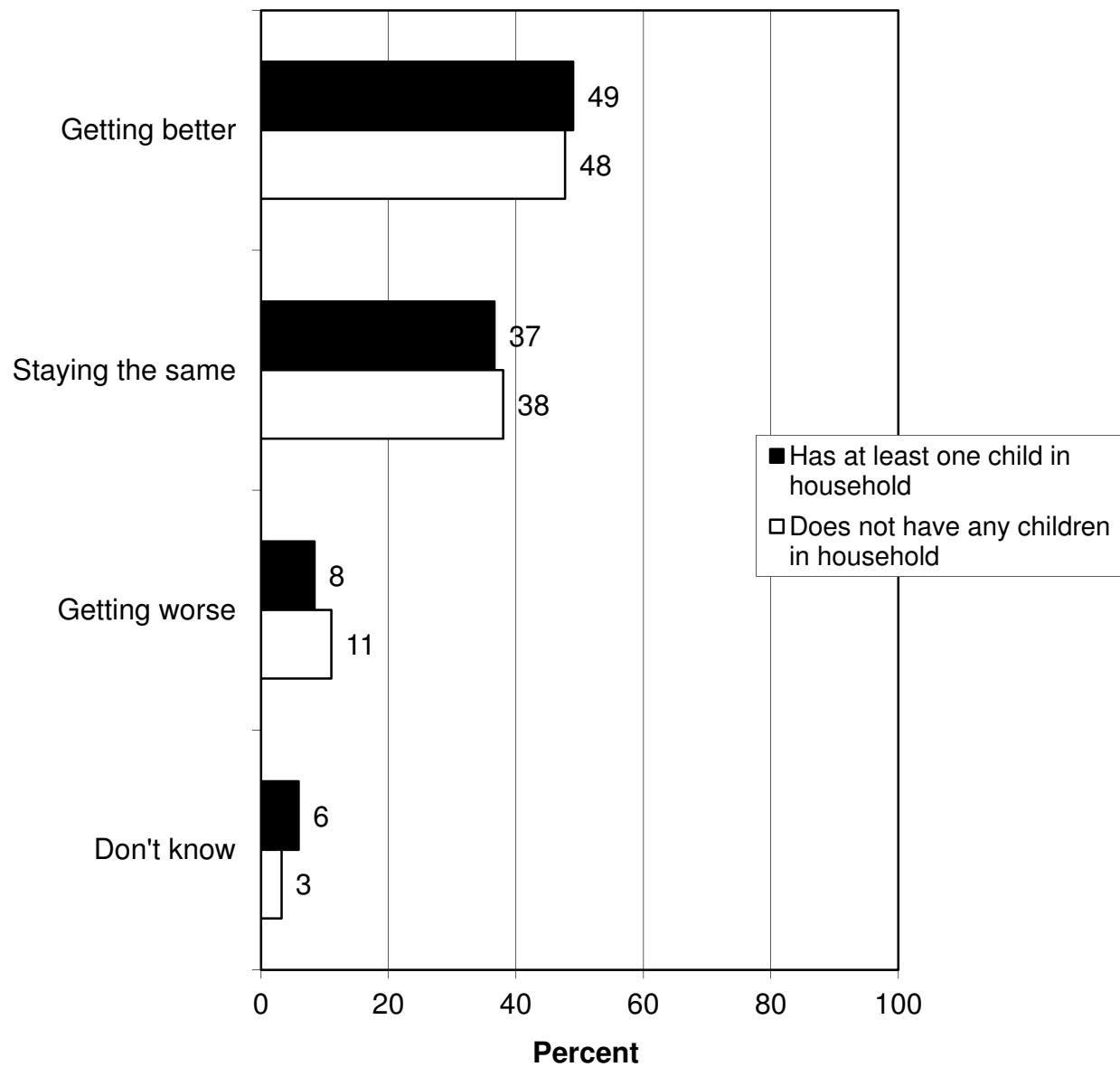
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as fair or poor.



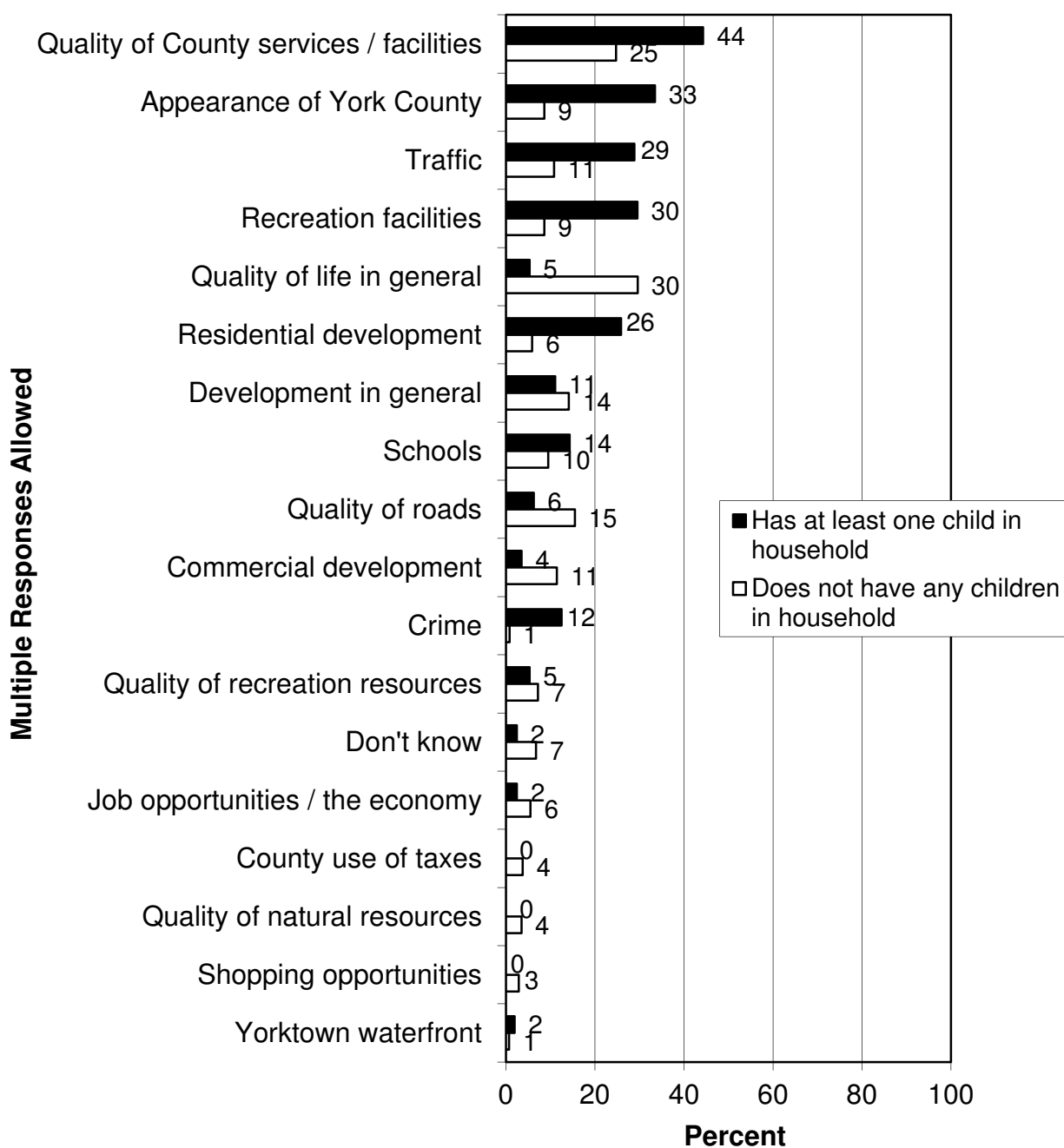
Q38-Q58. Percent who rated the following specific services or facilities provided by York County as poor.



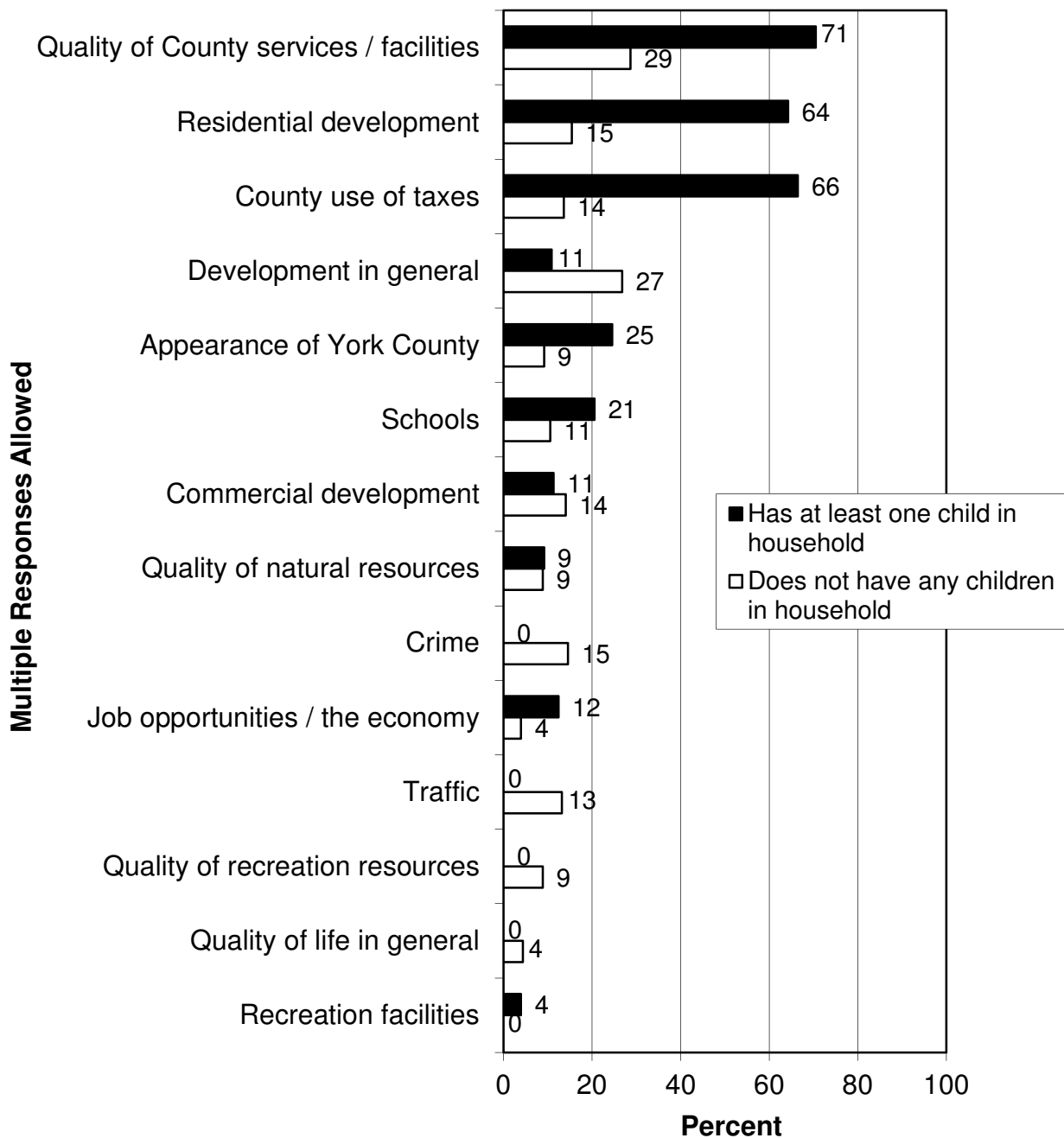
Q59. In general, do you think York County is getting better, staying the same, or getting worse?



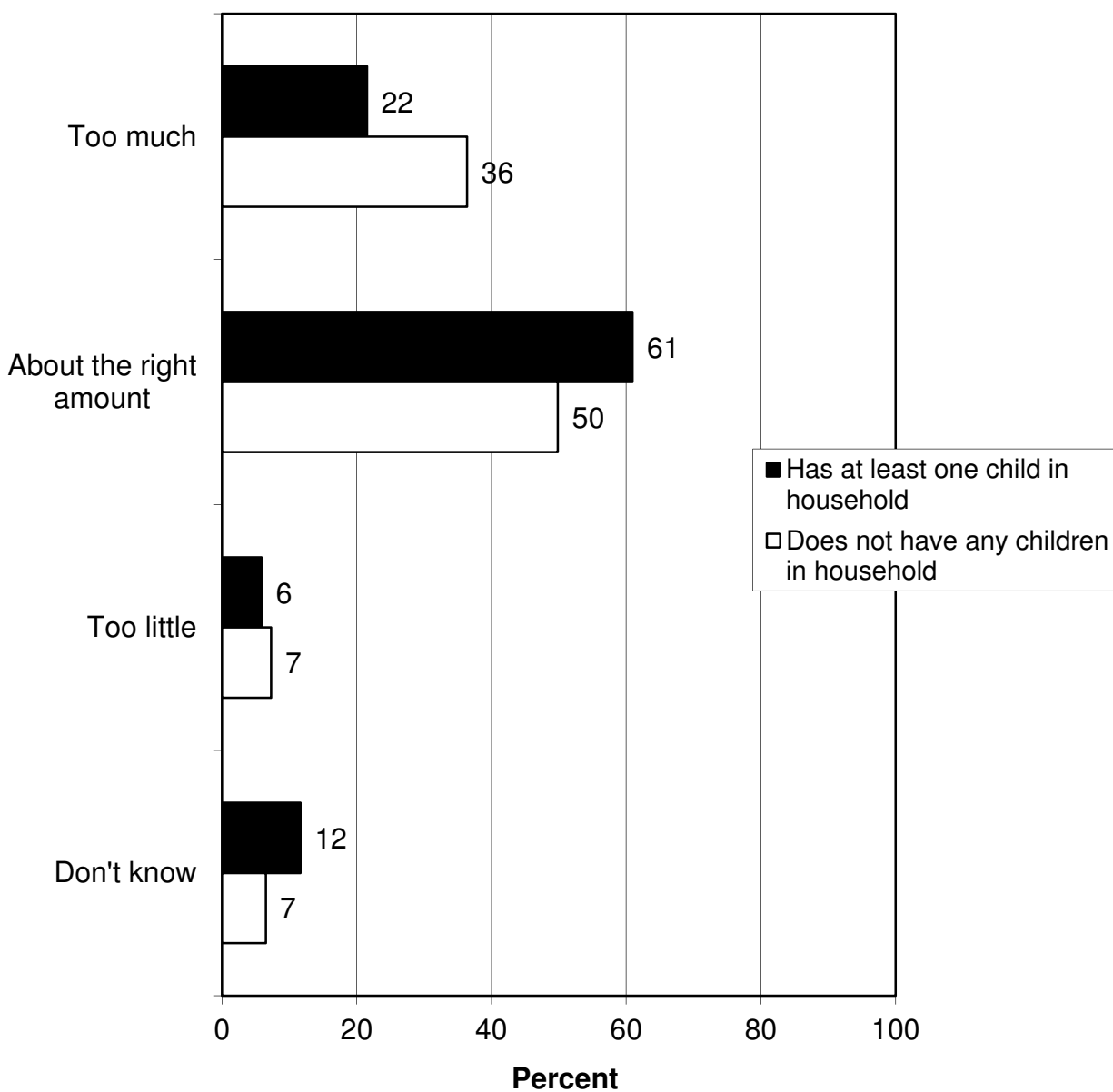
Q62. Specifically, what do you think has gotten better? (Asked of those who think York County is getting better in general.)



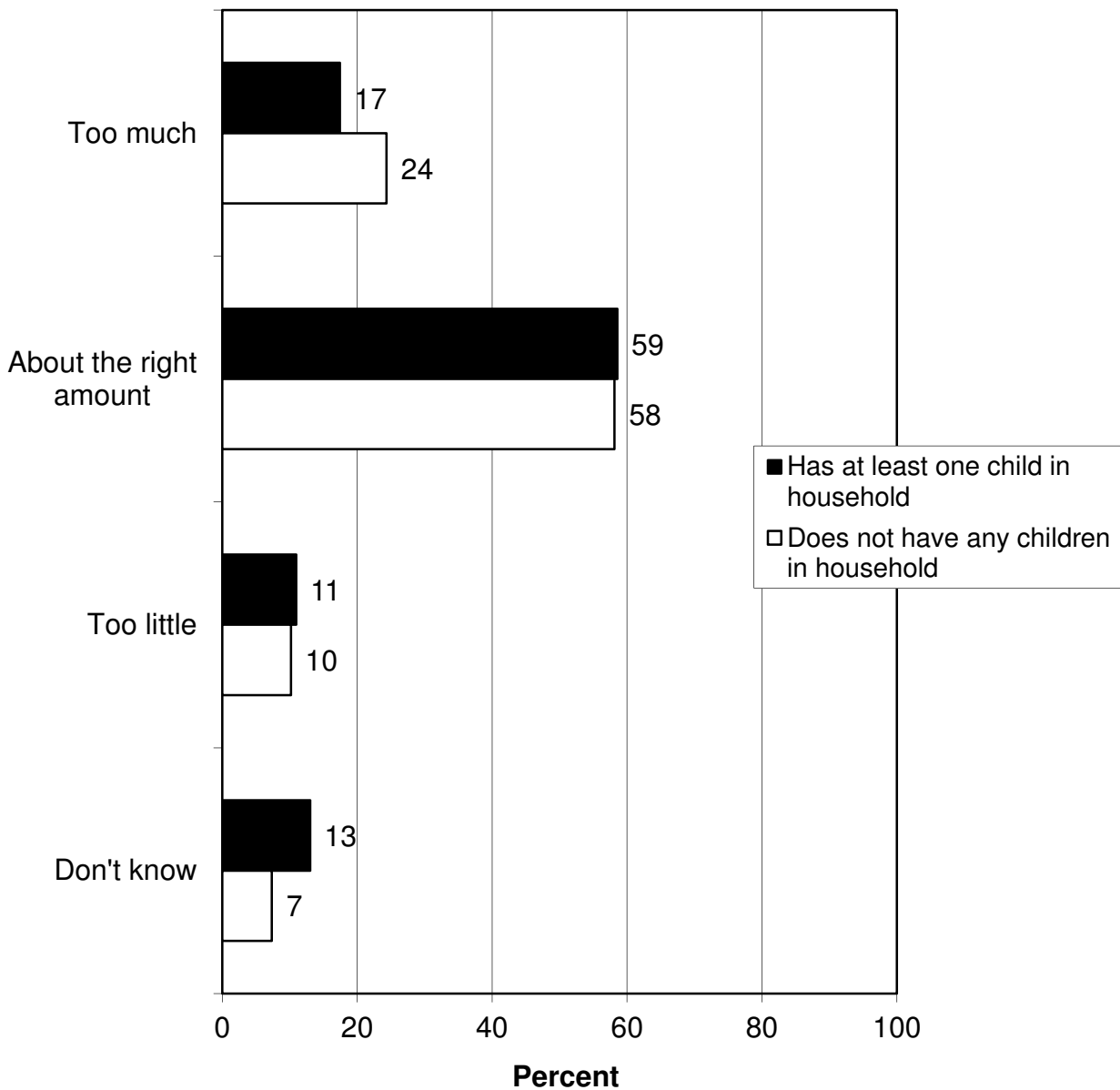
Q66. Specifically, what do you think has gotten worse? (Asked of those who think York County is getting worse in general.)



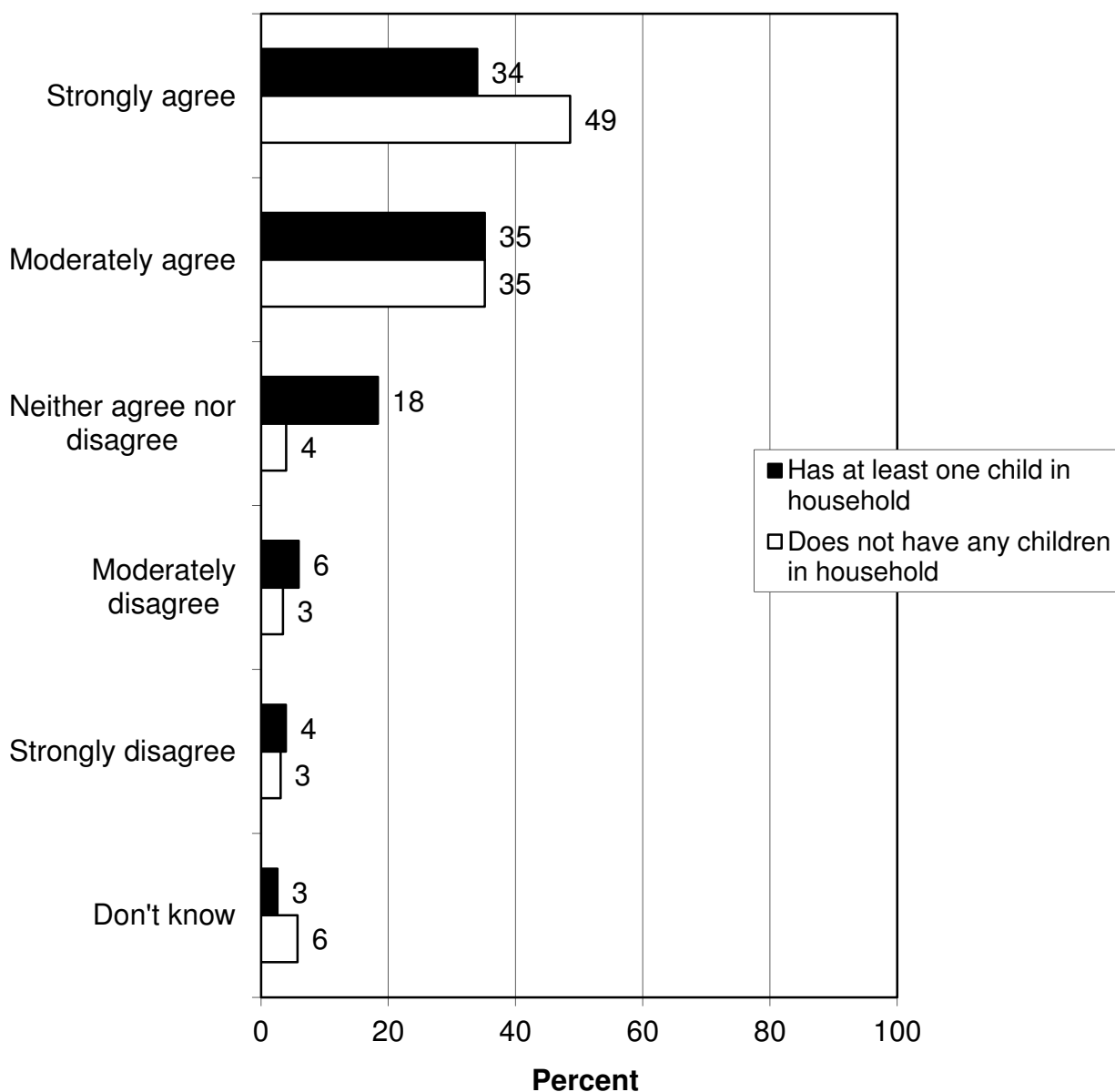
Q68. In your opinion, was the amount of new residential construction in York County in the past 5 years too much, about the right amount, or too little?



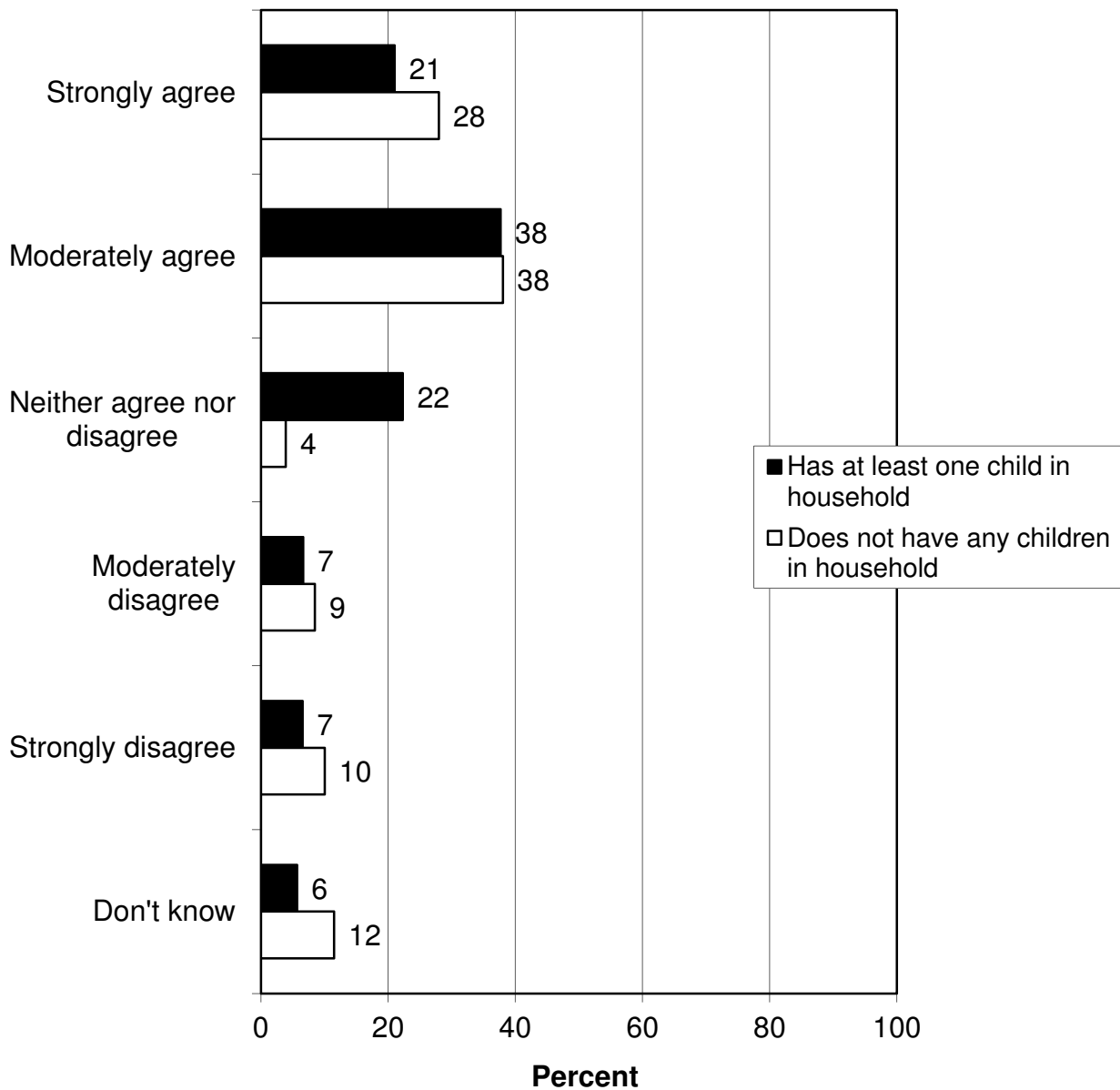
Q69. In your opinion, was the amount of new commercial construction in York County in the past 5 years too much, about the right amount, or too little?



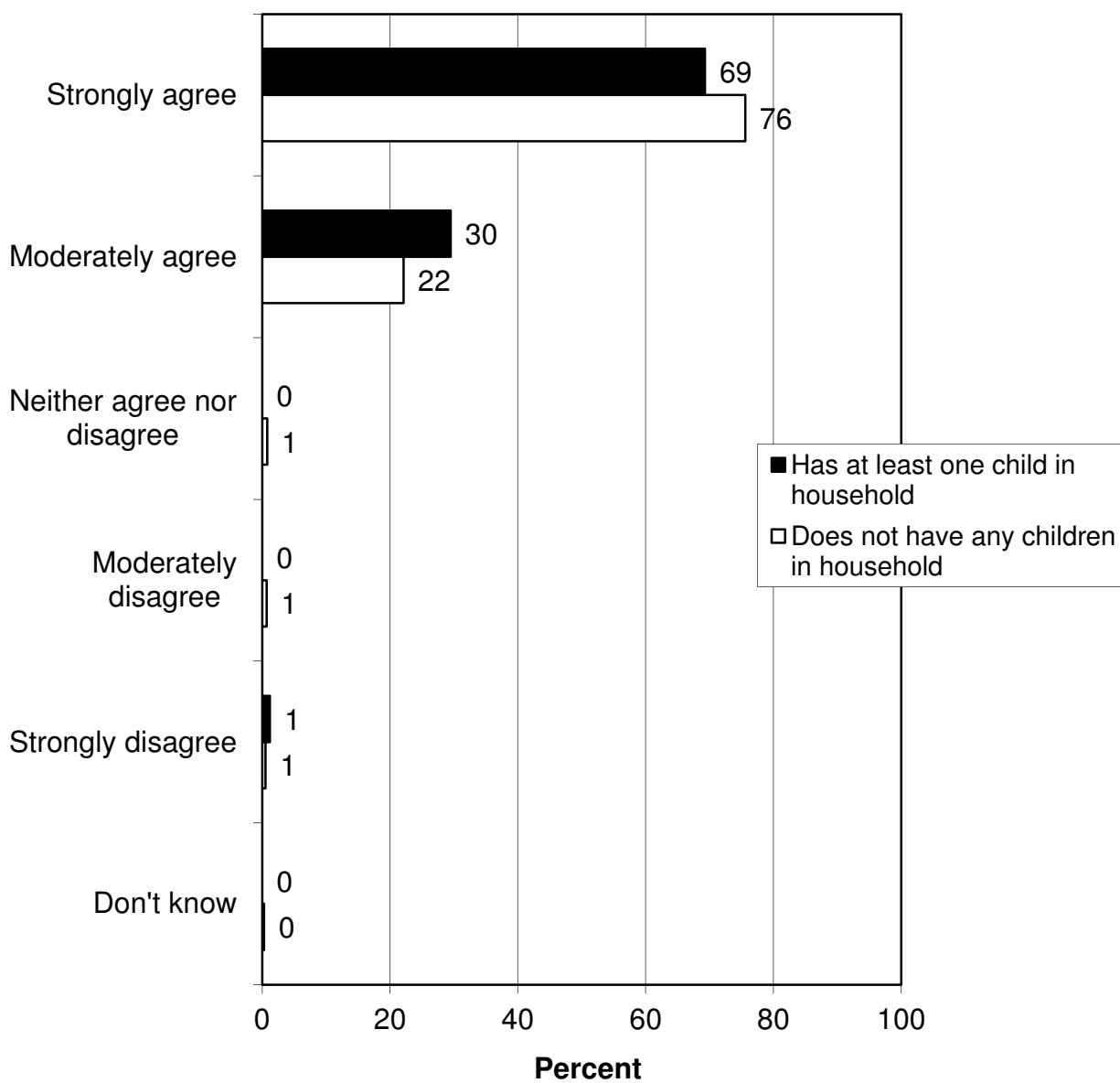
Q71. Before the County makes important decisions, citizens who want to be heard have an opportunity to express their opinions. (Do you agree or disagree with this statement?)



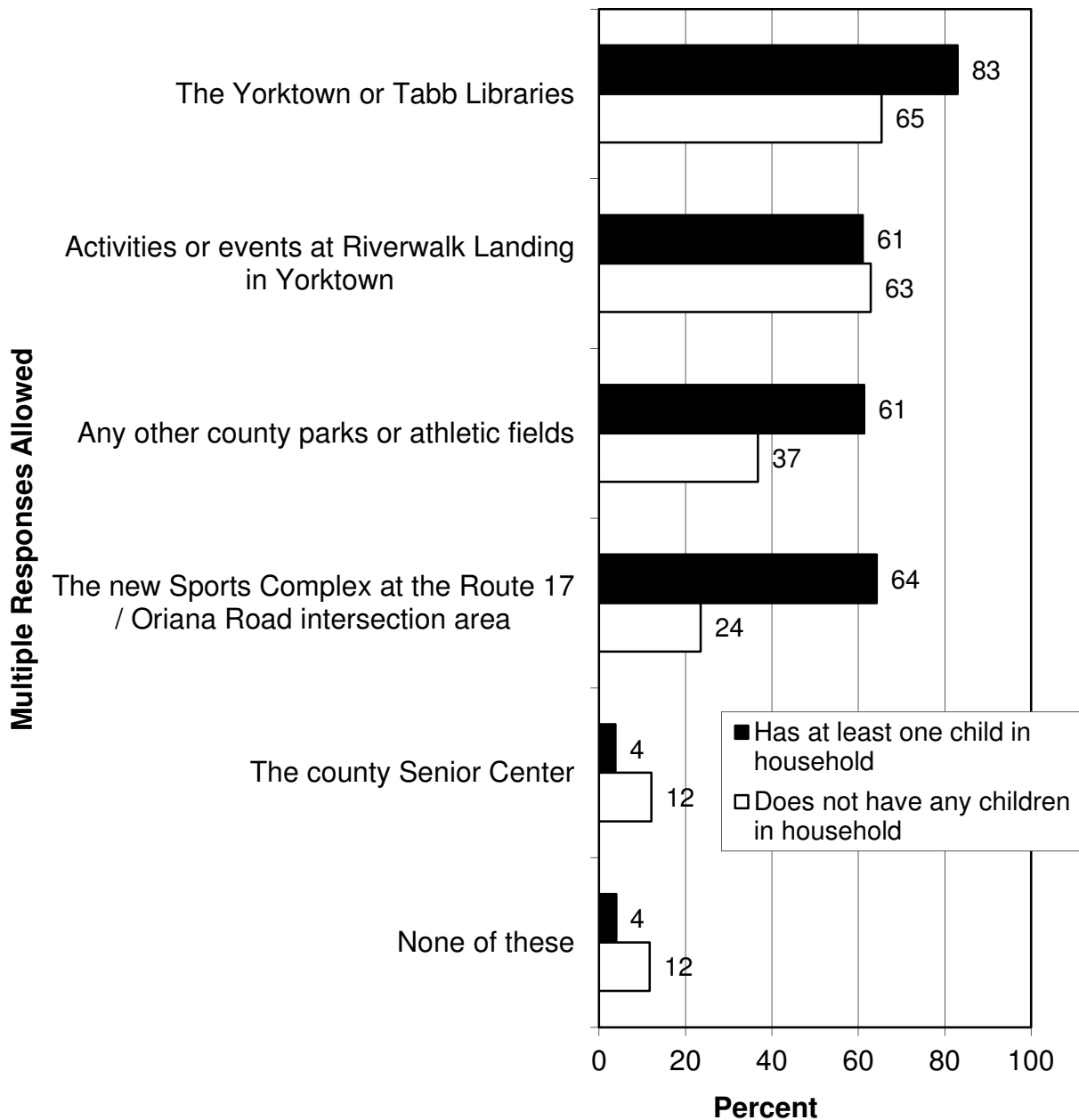
Q72. If I inform the County about how I feel on an issue, my opinion will be taken into consideration before a decision is made. (Do you agree or disagree with this statement?)



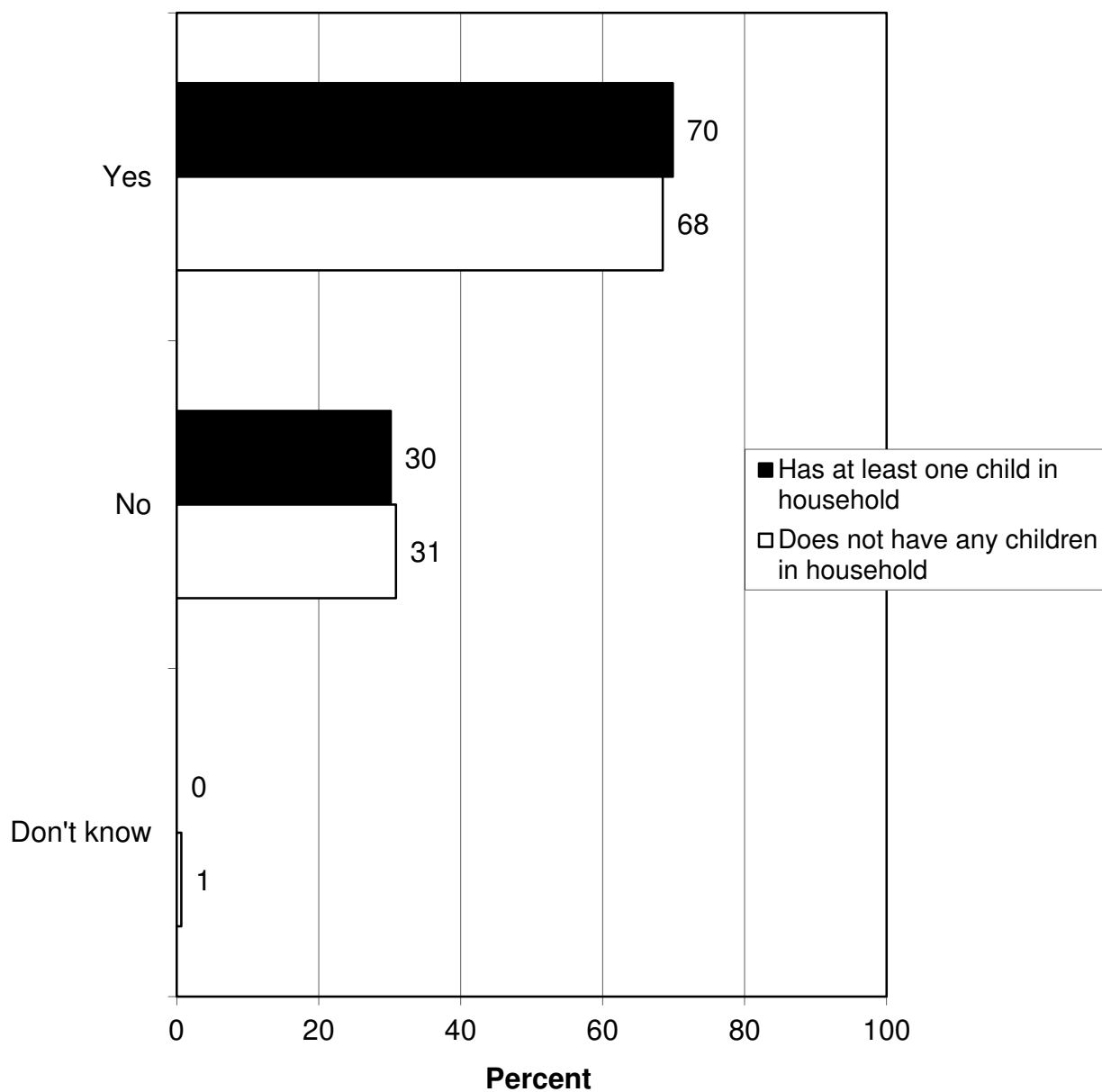
Q73. York County, in general, is a safe place to live. (Do you agree or disagree with this statement?)



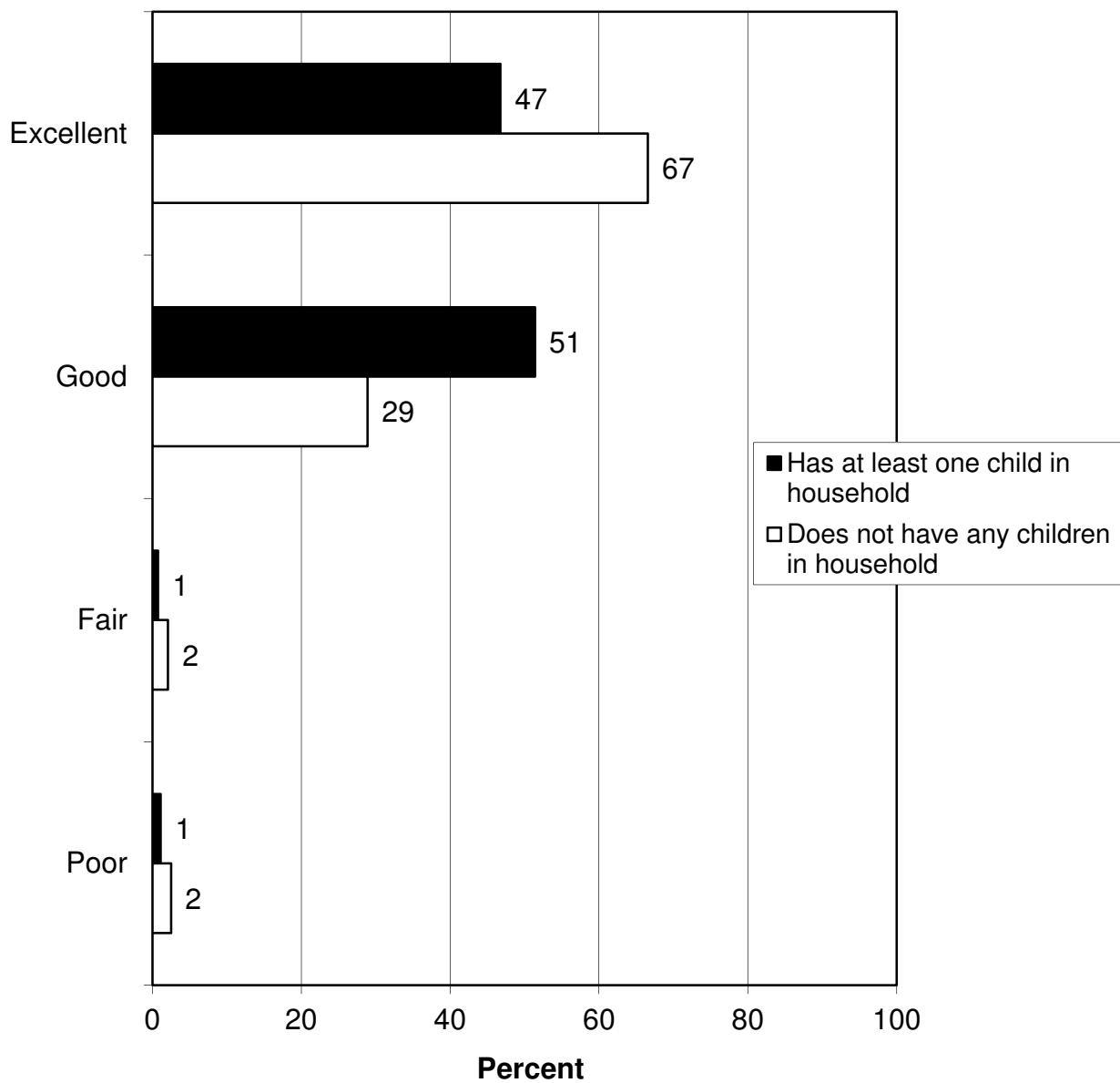
Q76. Next, I would like to know if you have visited or participated in any activities at any of the following in York County in the past 12 months? How about...?



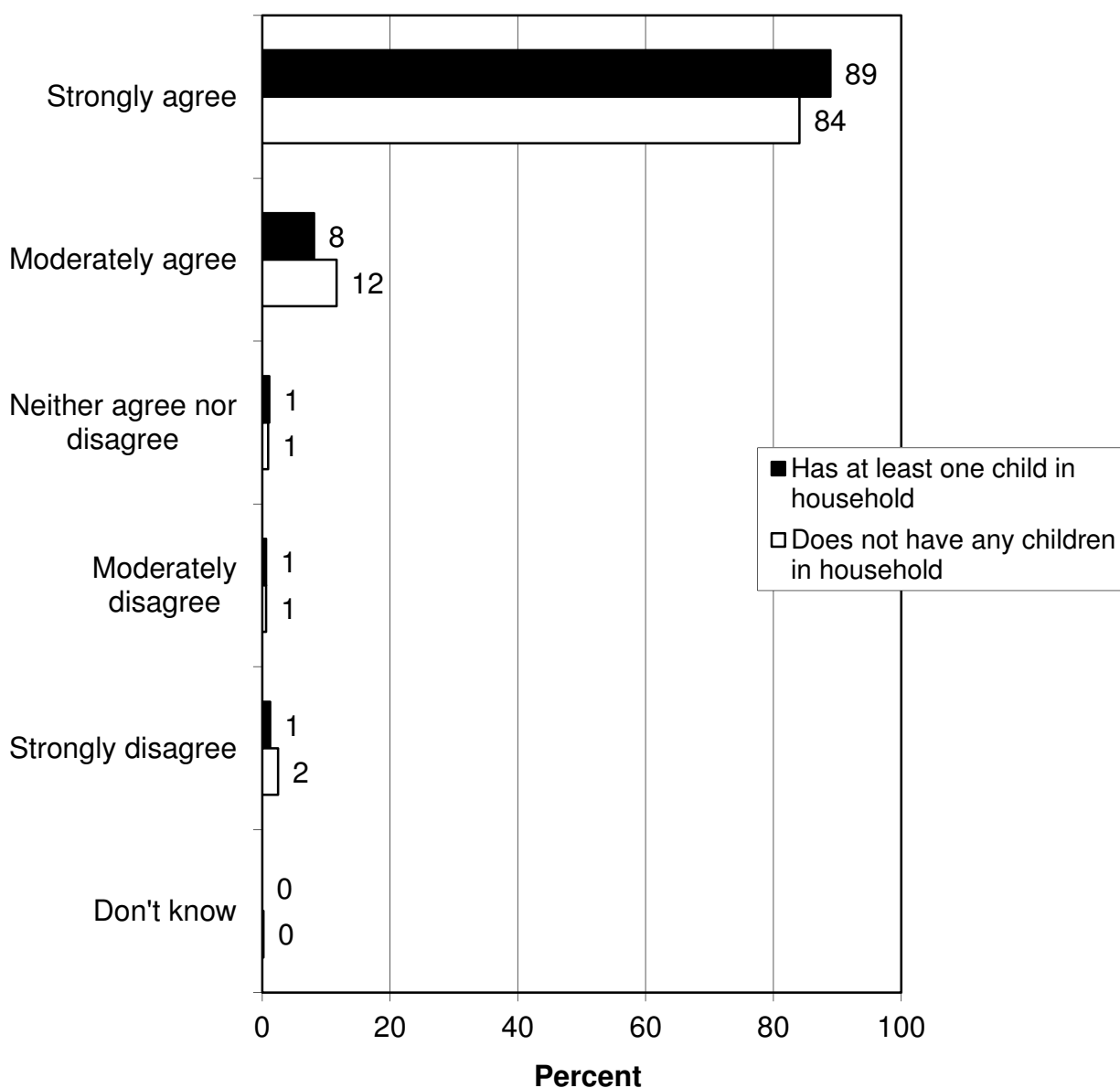
Q77. Have you had any personal interaction with a York County employee in the past 12 months in person, by telephone, by e-mail, or by mail?



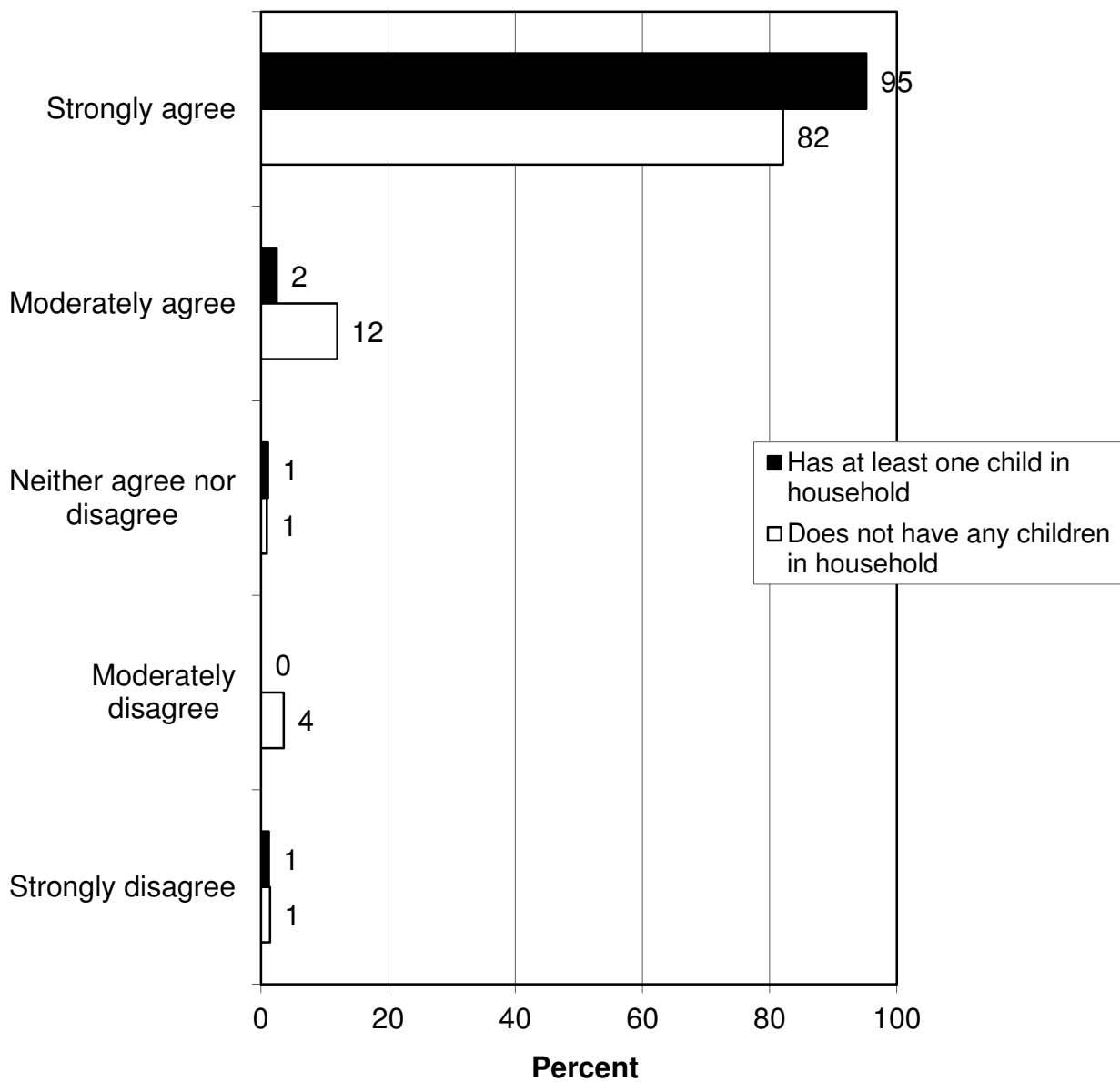
Q78. In general, how would you rate the quality of your interaction with York County employees in the past 12 months? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)



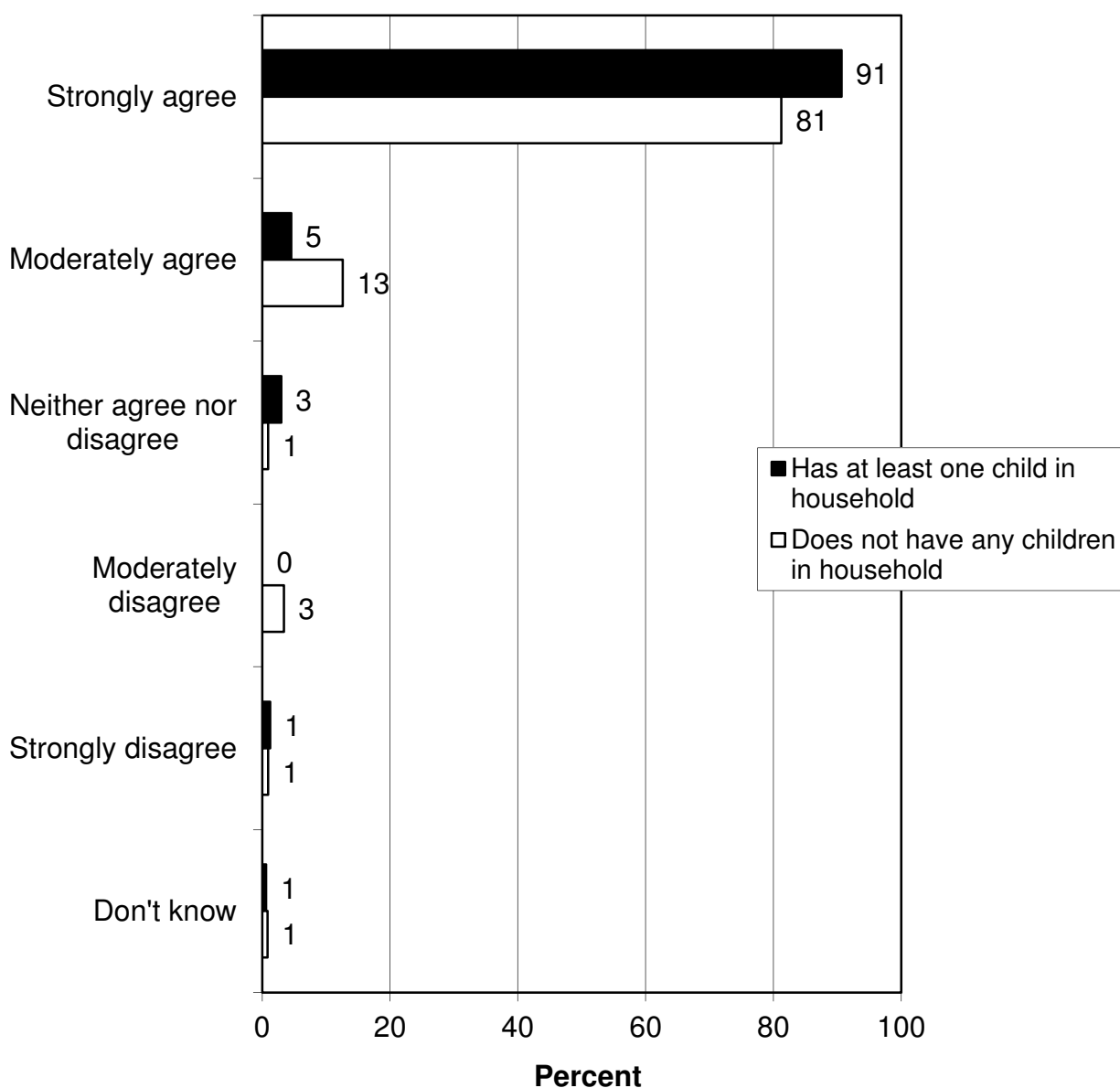
Q80. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was responsive? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)



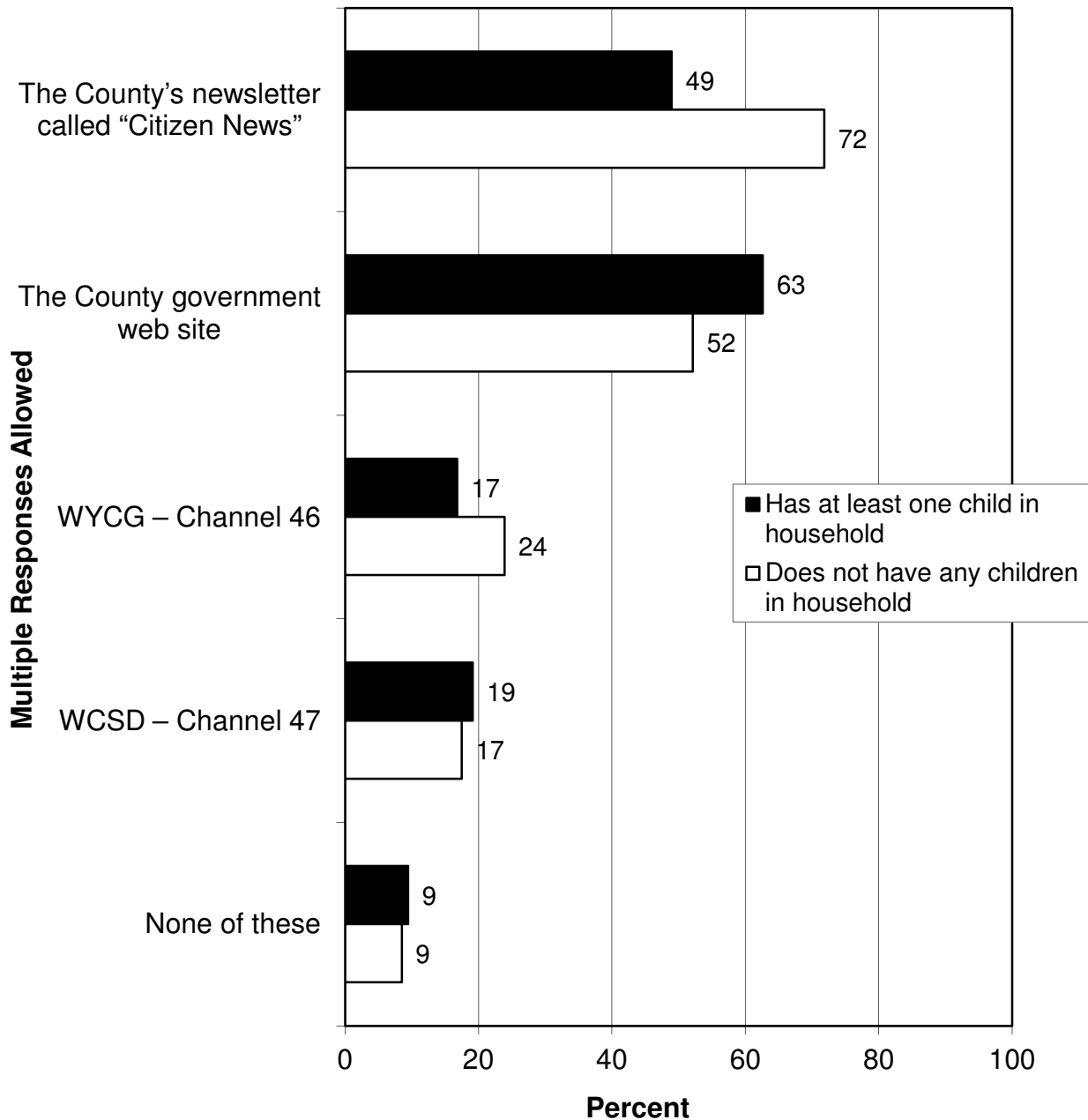
Q81. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was courteous? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)



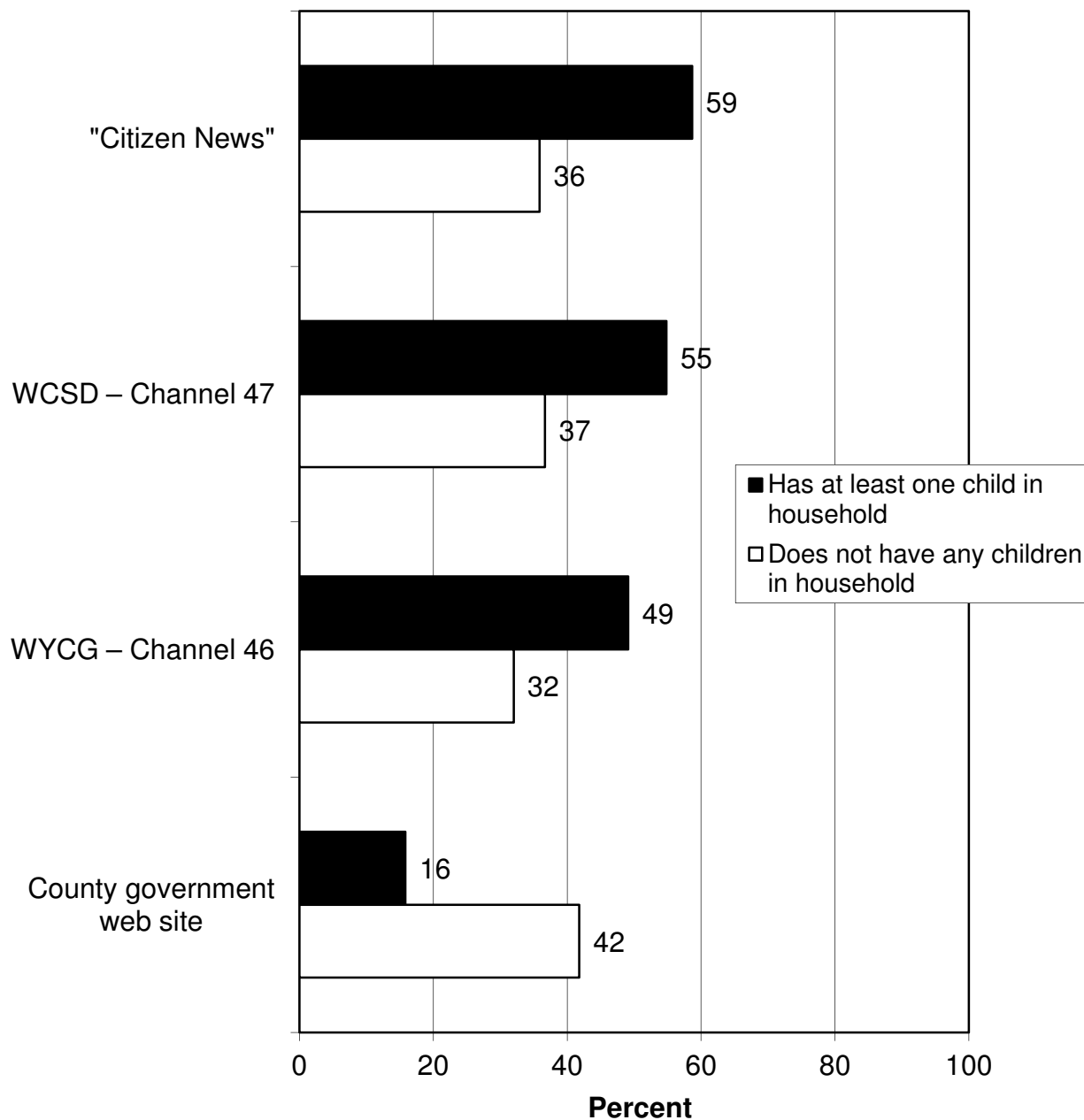
Q82. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was knowledgeable? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)



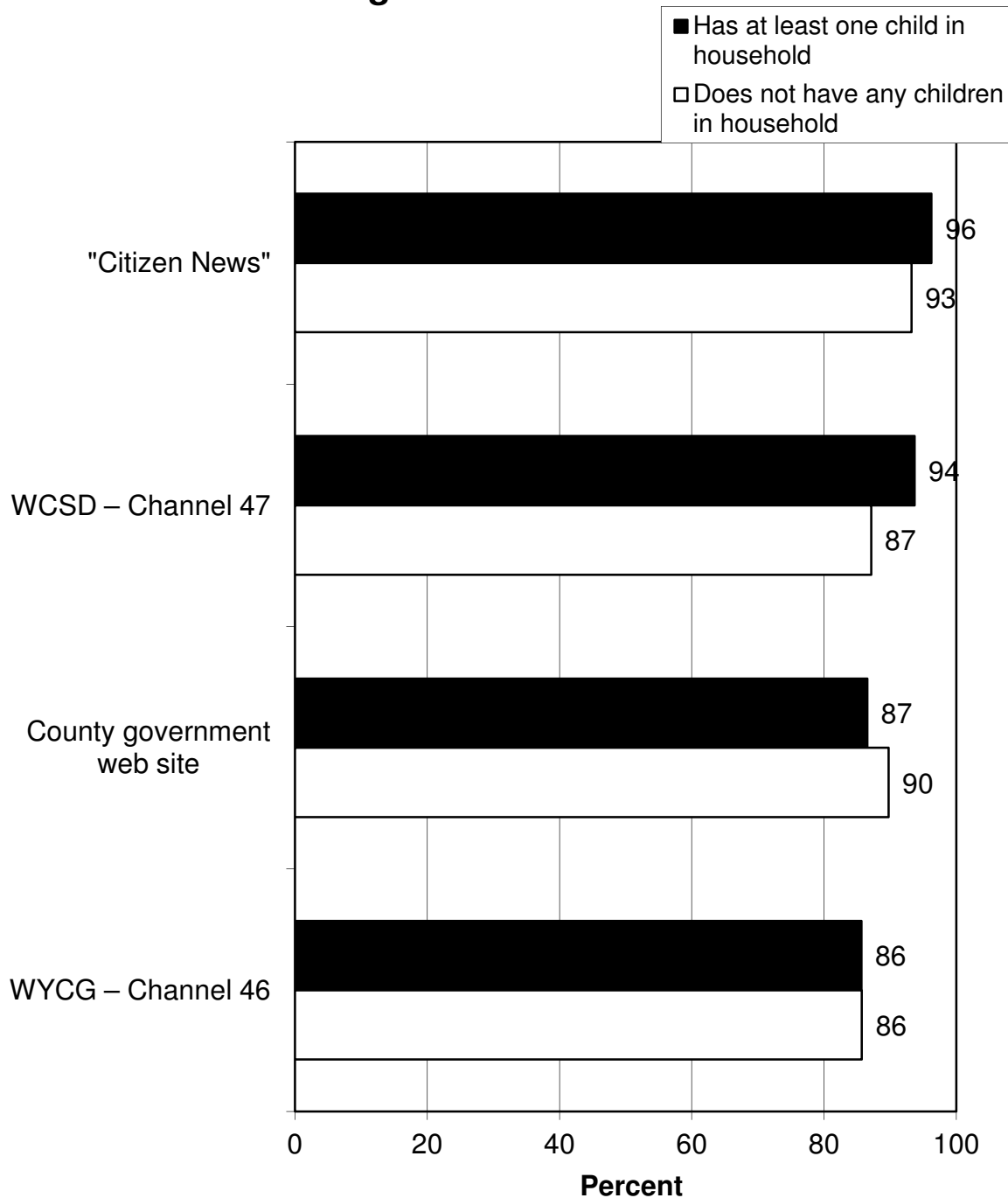
Q85. From which of the following sources do you get information about County services, programs, and/or government affairs? How about...?



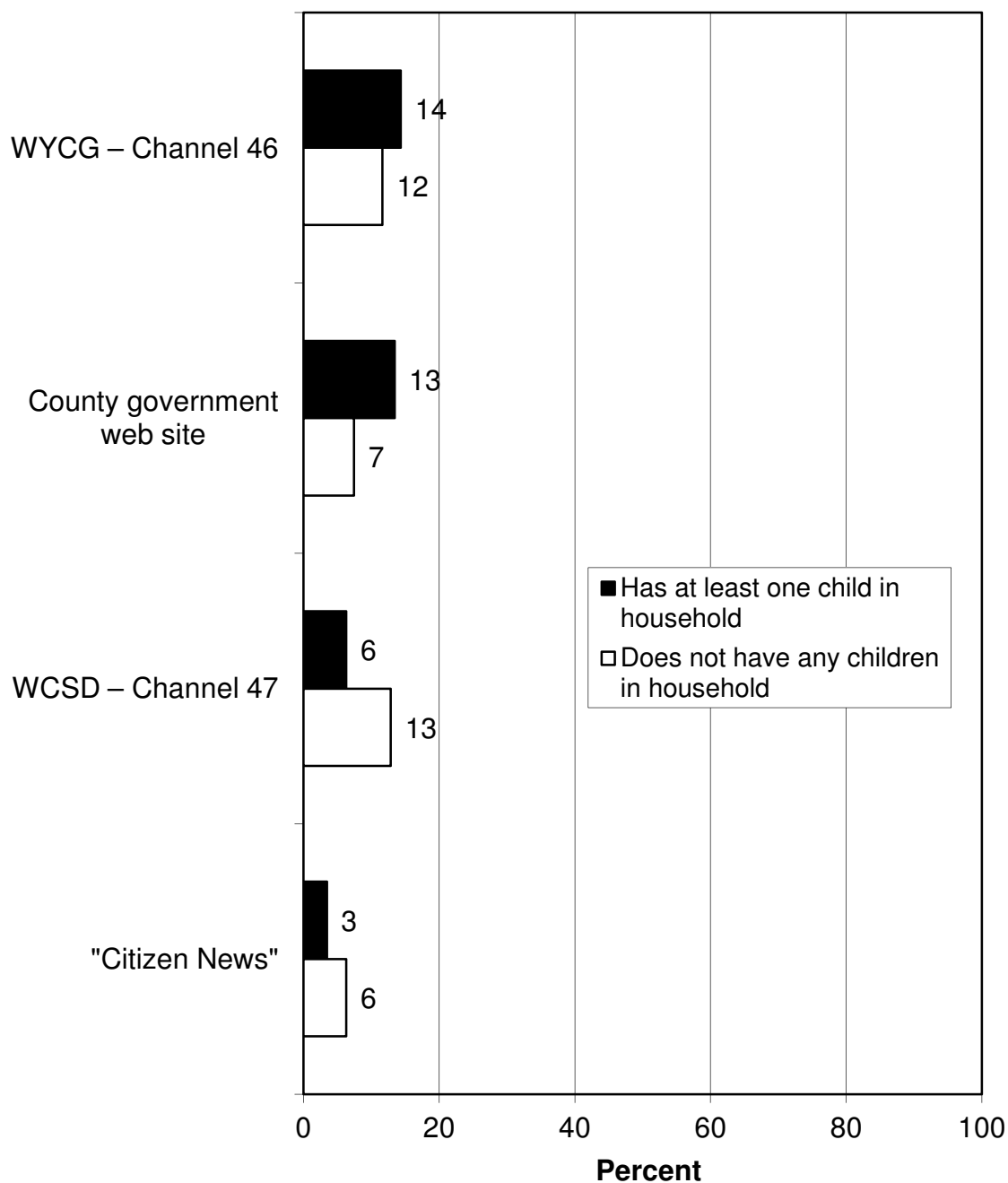
**Q87-Q89. Percent who rated the following
excellent as a source of information about
County services, programs, and/or government
affairs.**



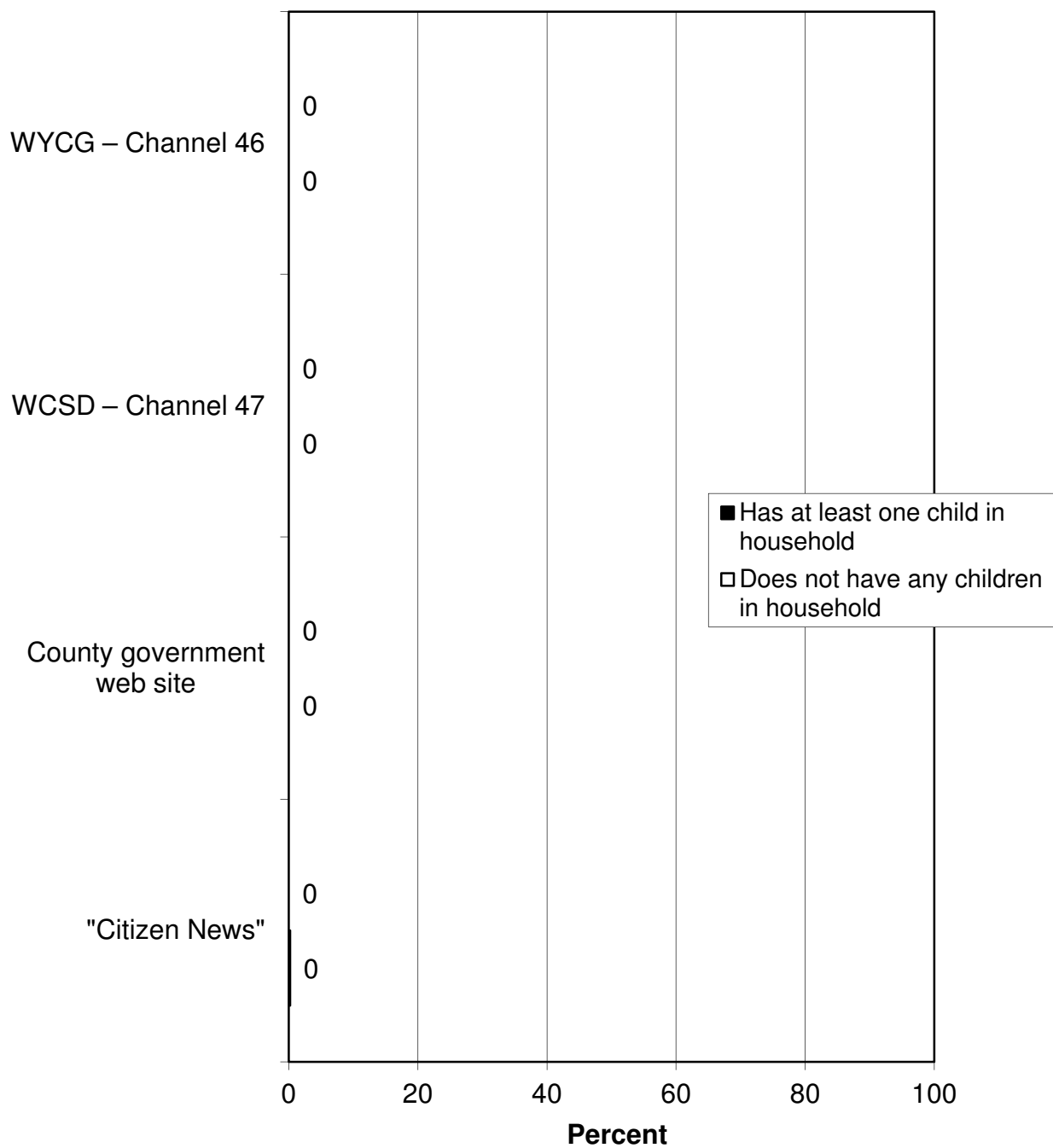
**Q87-Q89. Percent who rated the following
excellent or good as a source of information
about County services, programs, and/or
government affairs.**



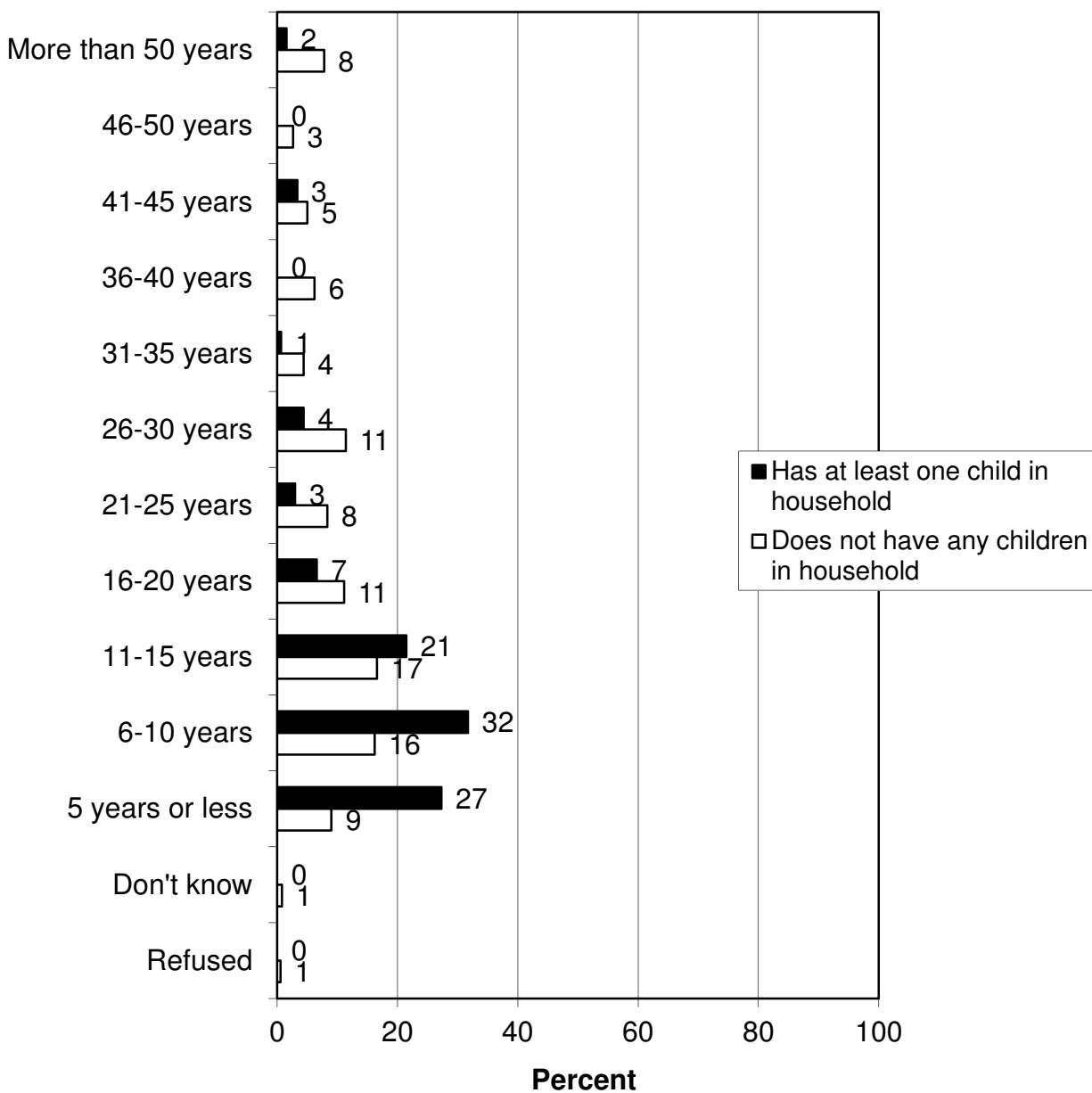
Q87-Q89. Percent who rated the following fair or poor as a source of information about County services, programs, and/or government affairs.



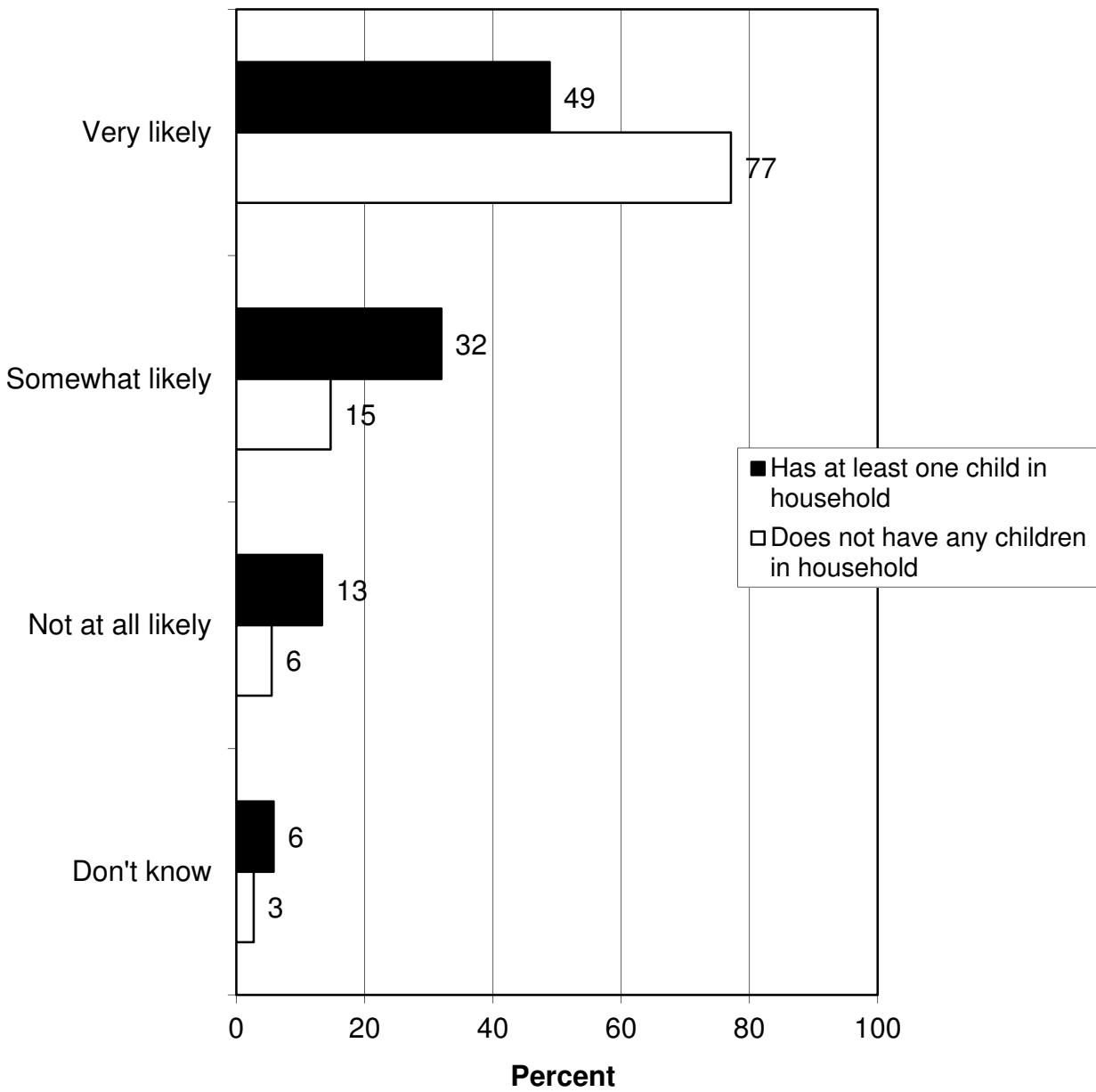
**Q87-Q89. Percent who rated the following poor
as a source of information about County
services, programs, and/or government affairs.**

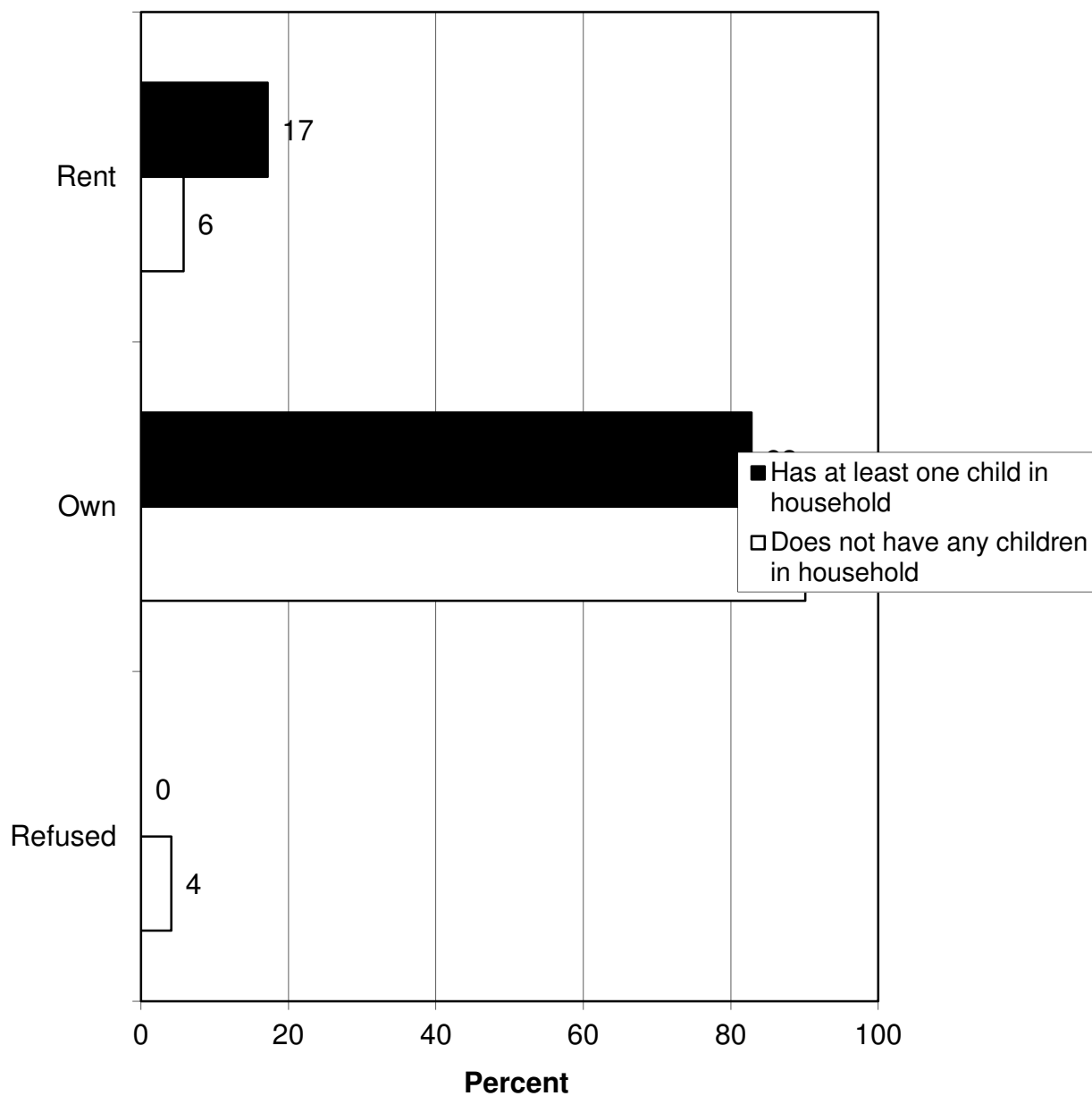


Q93. How many years have you lived in York County?

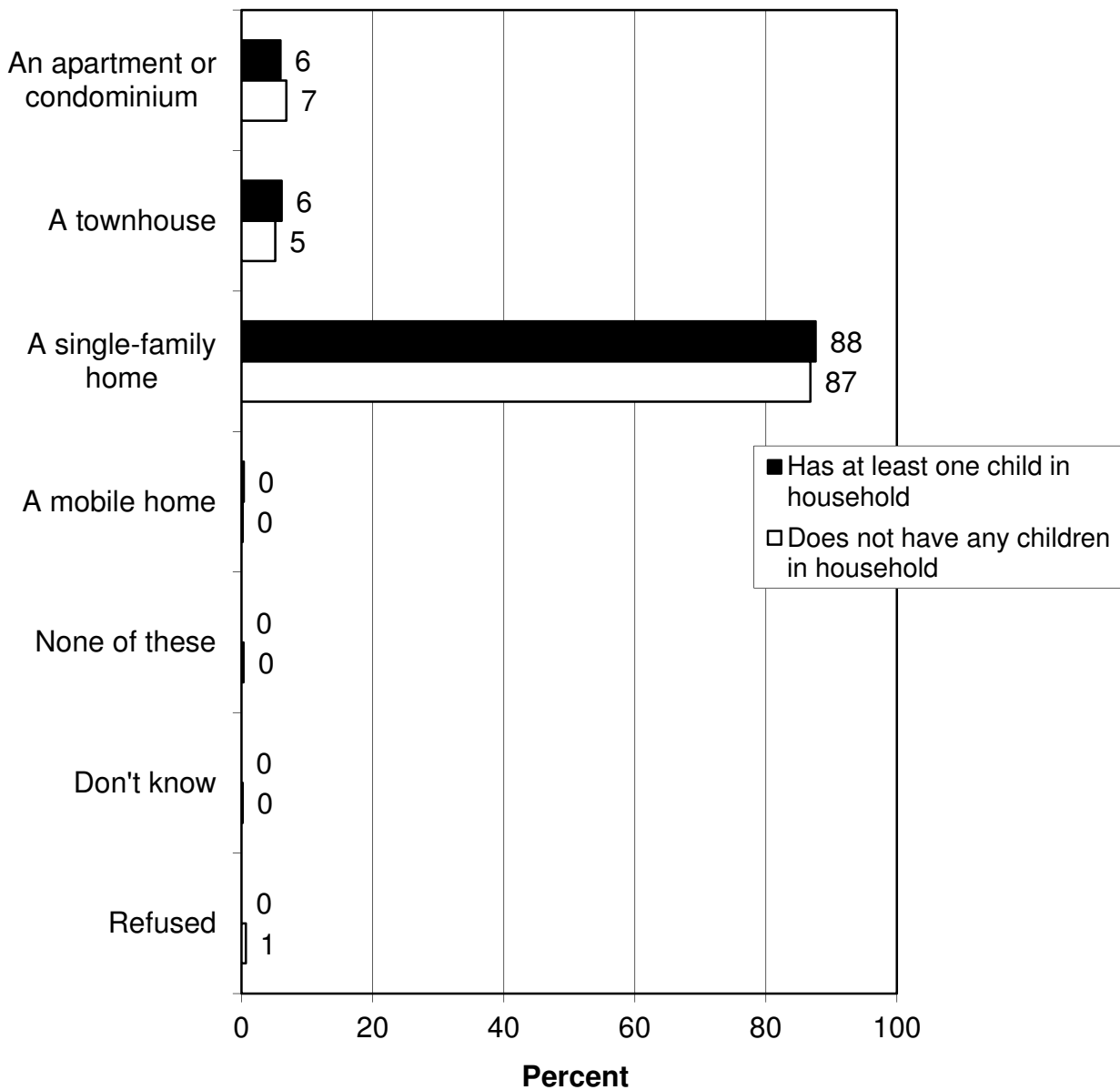


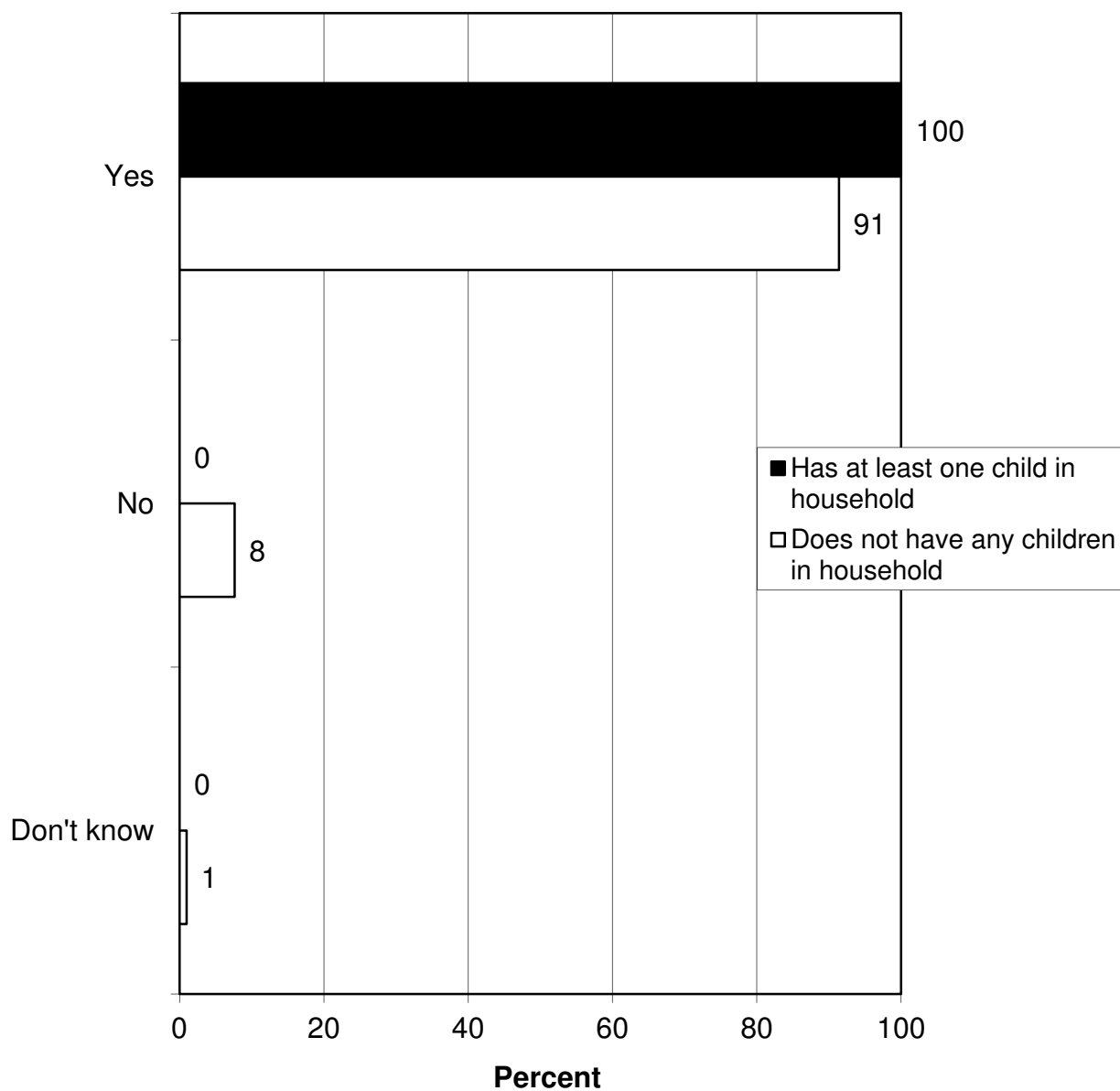
Q96. How likely are you to be living in York County 5 years from now?



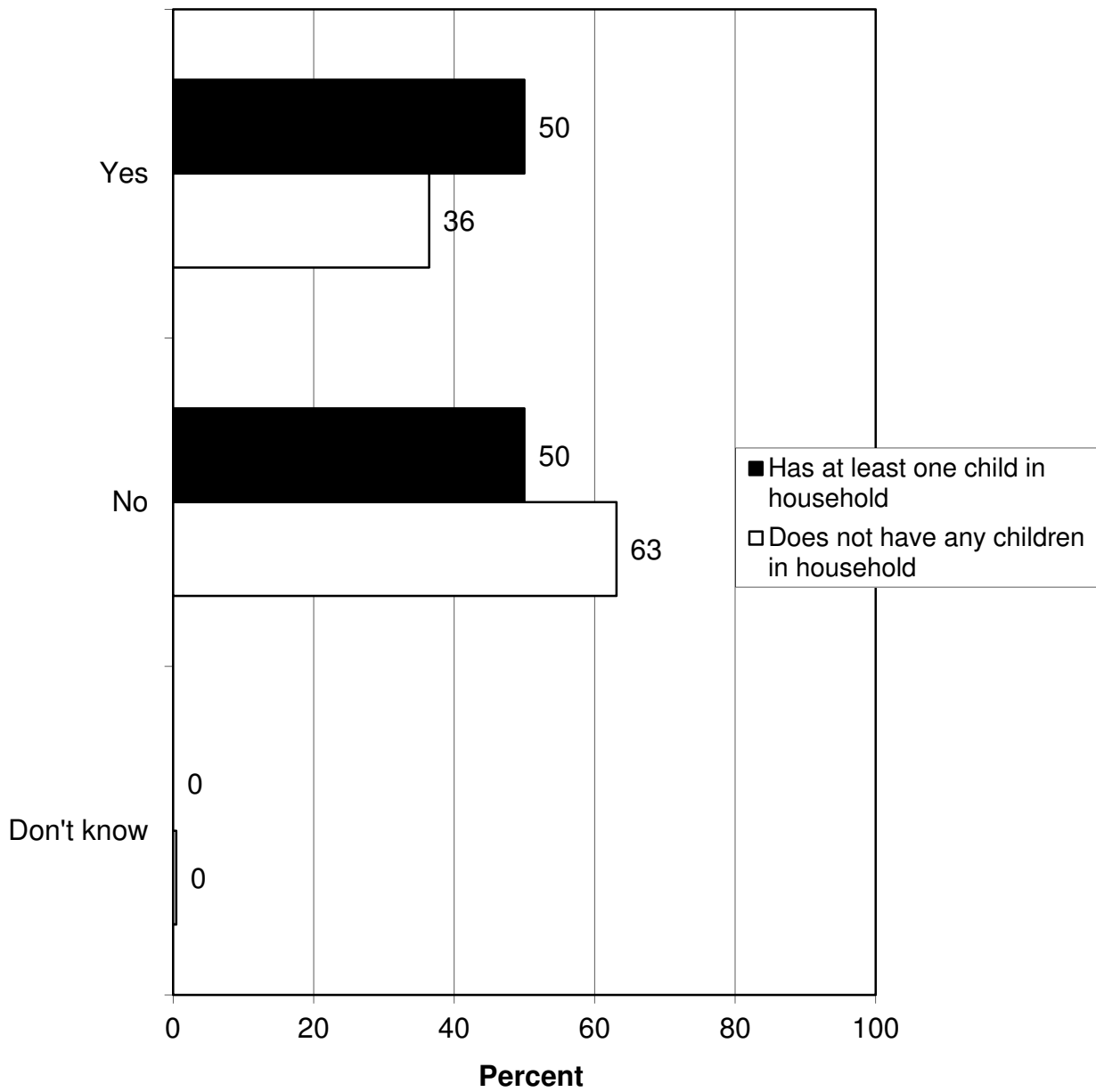
Q97. Do you rent or own your current place of residence?

Q98. Do you consider your place of residence to be an apartment or condominium, a townhouse, a single-family home, a mobile home, or none of these?

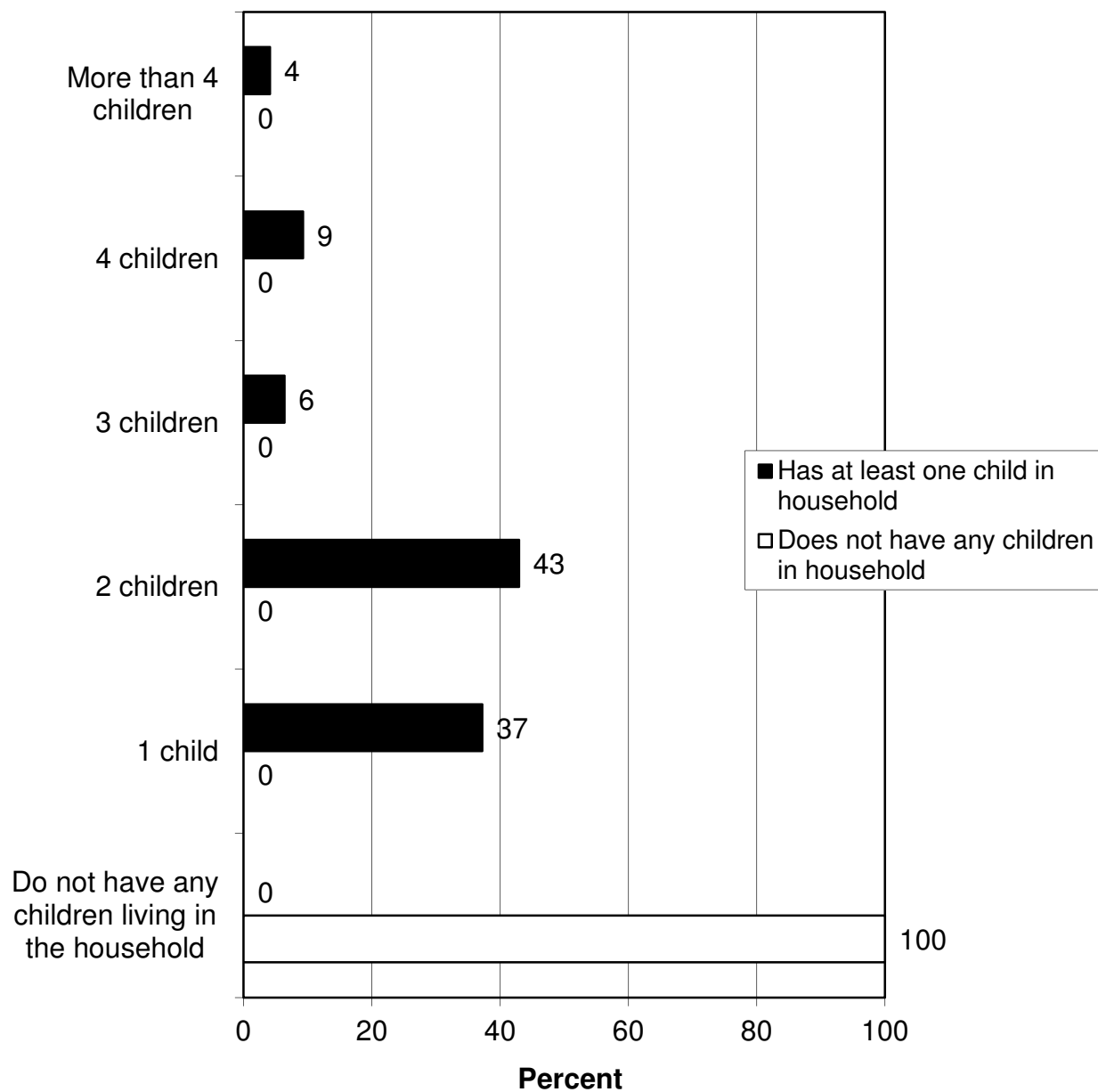


Q100. Do you have Internet access in your home?

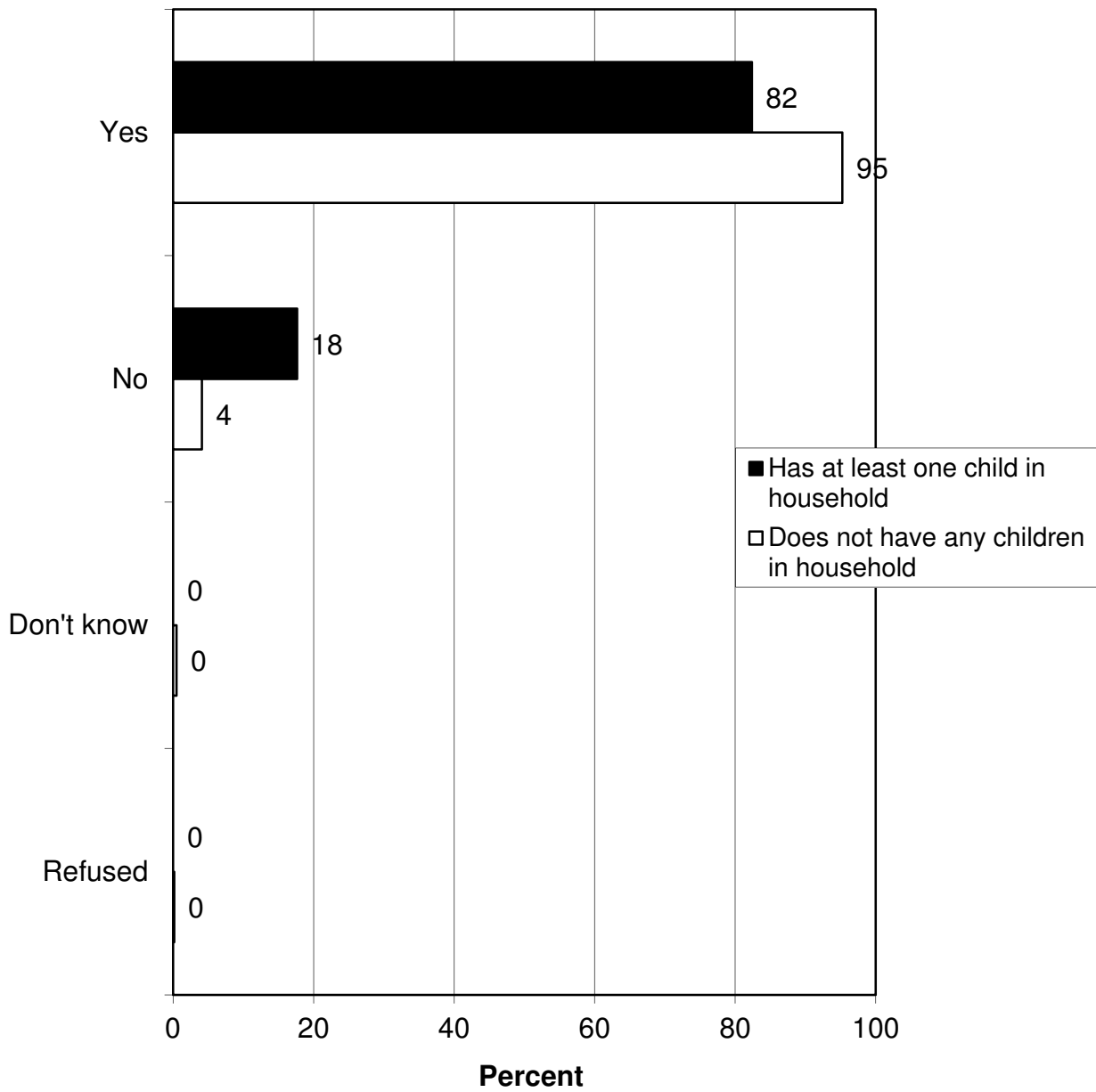
Q101. Is anyone in your household on active military duty or a military retiree?

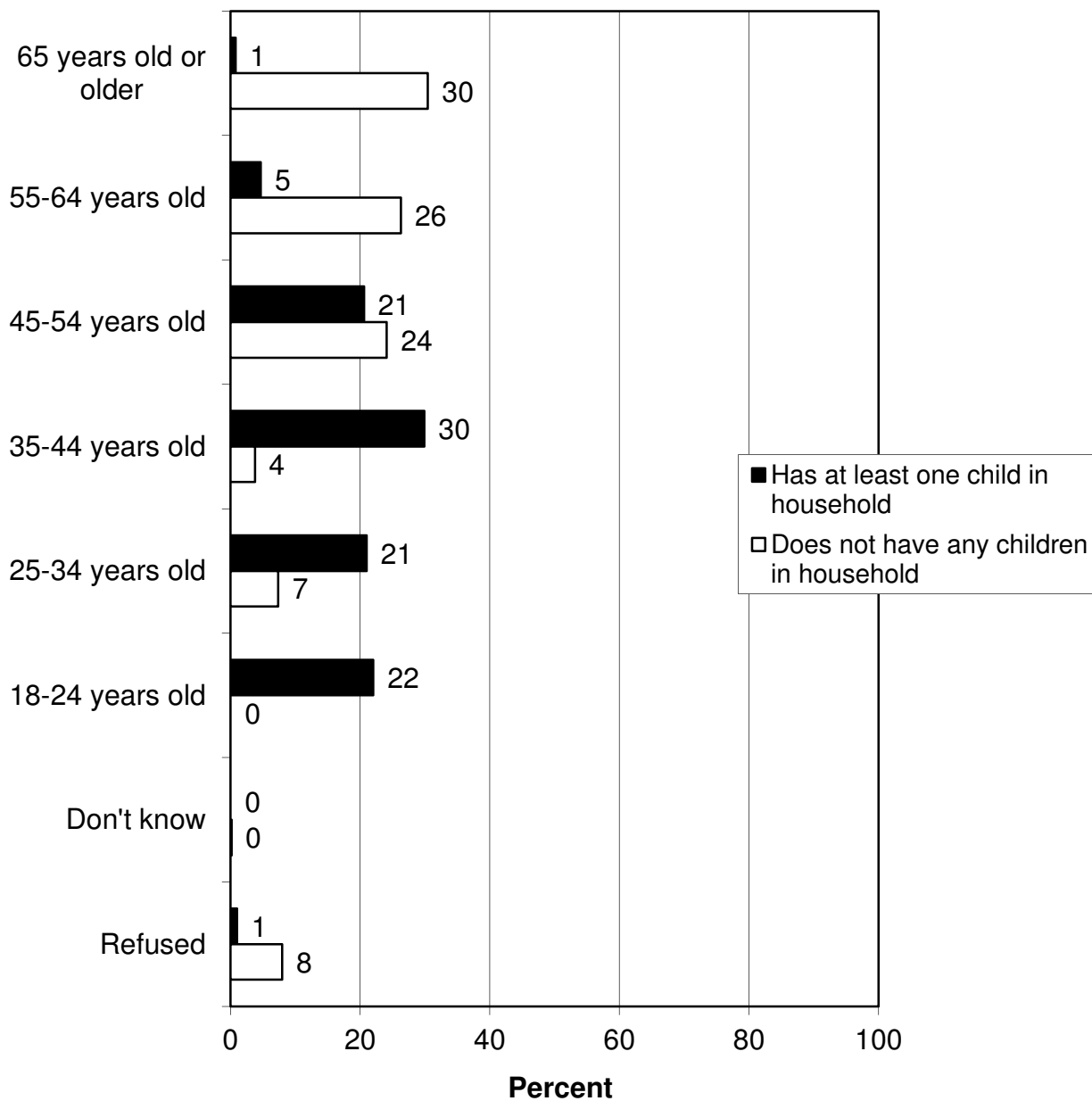


Q102. How many children, age 17 or younger, do you have living in your household?

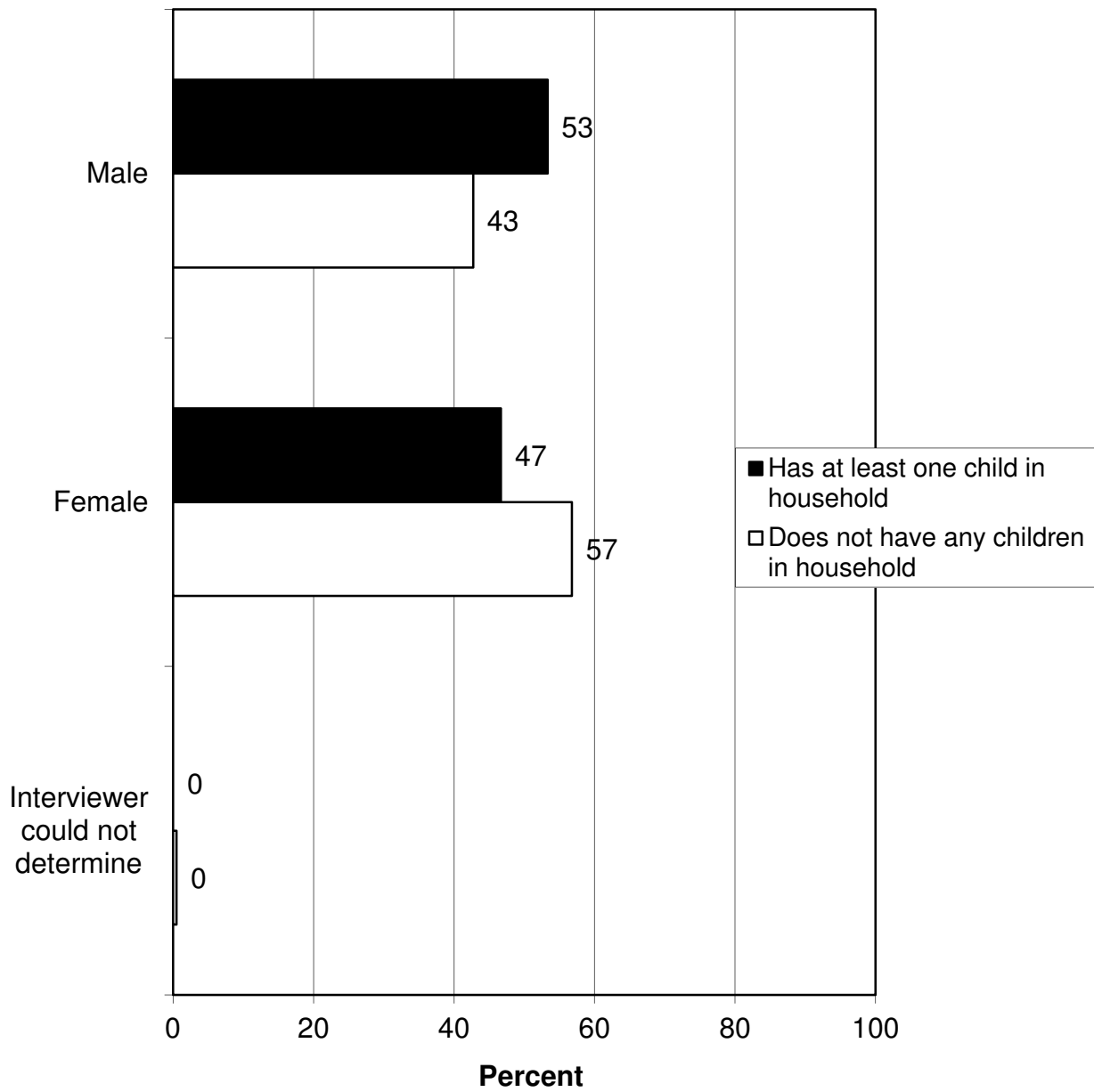


Q109. Are you currently registered to vote in York County?



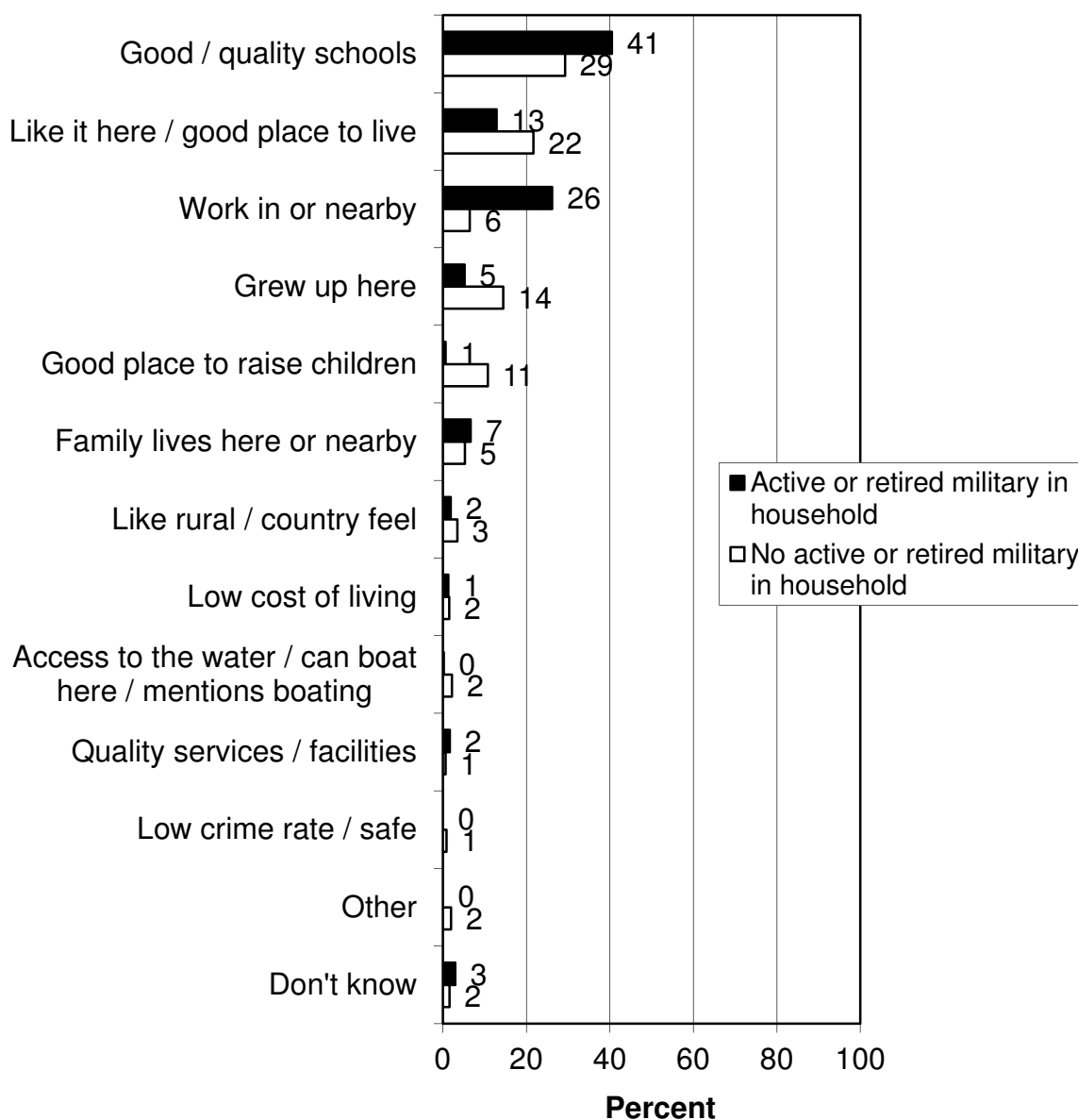
Q114. Respondent's age.

Q121. Respondent's gender. (Observed; not asked by interviewer.)

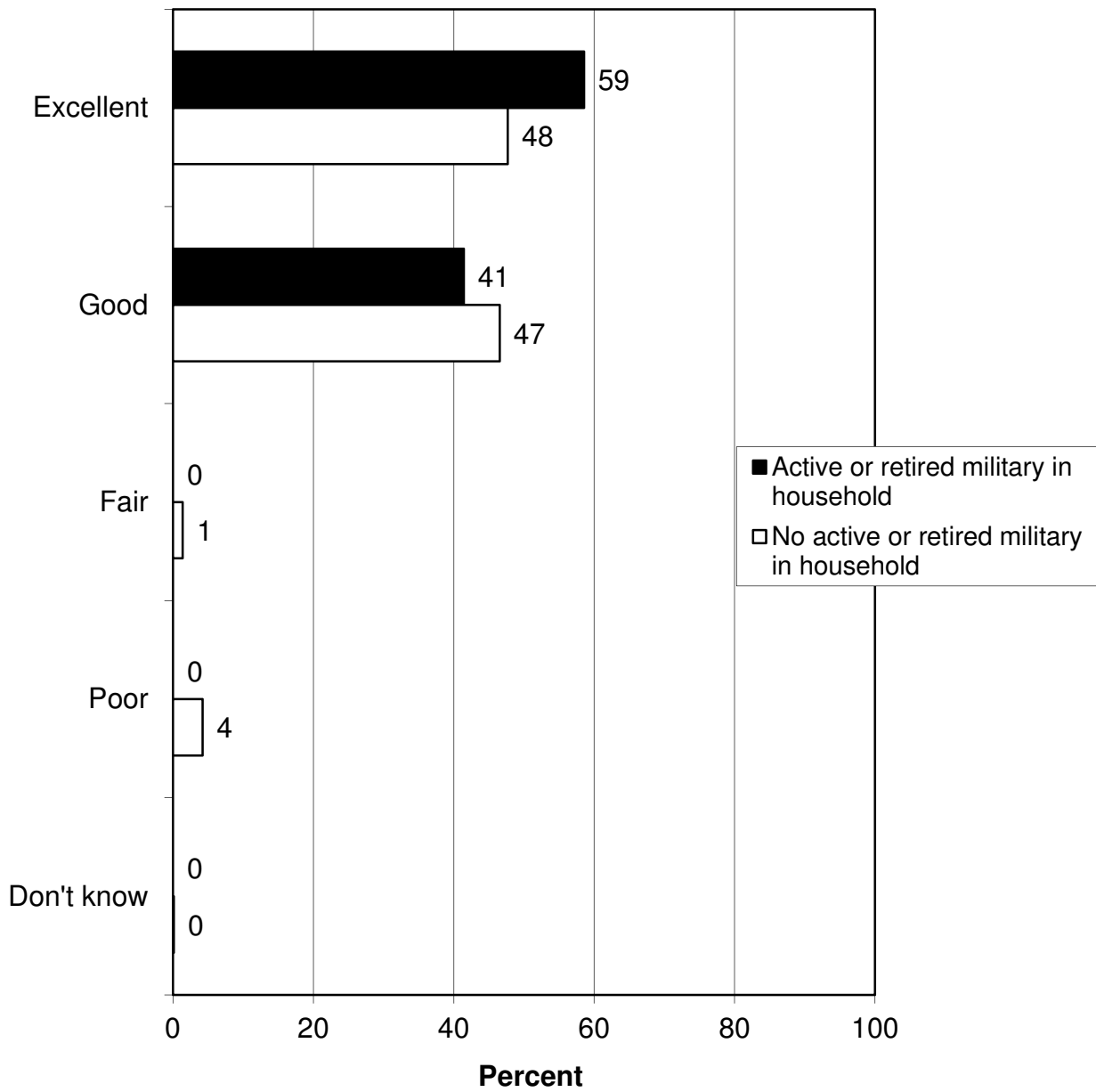


APPENDIX E: CROSSTABULATIONS BY MILITARY HOUSEHOLD VERSUS NON-MILITARY HOUSEHOLD

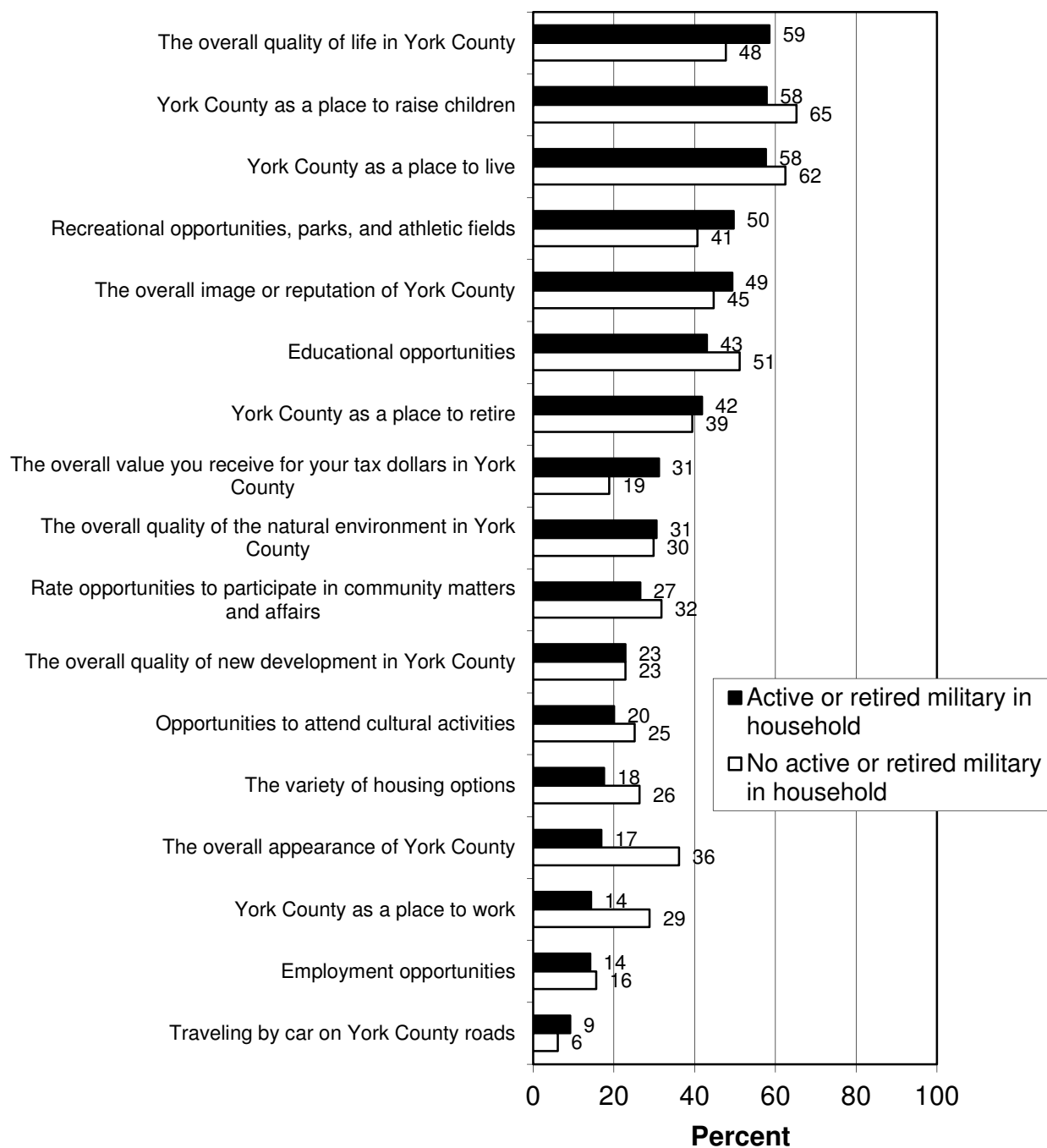
Q14. First, what is the single main reason you live in York County?



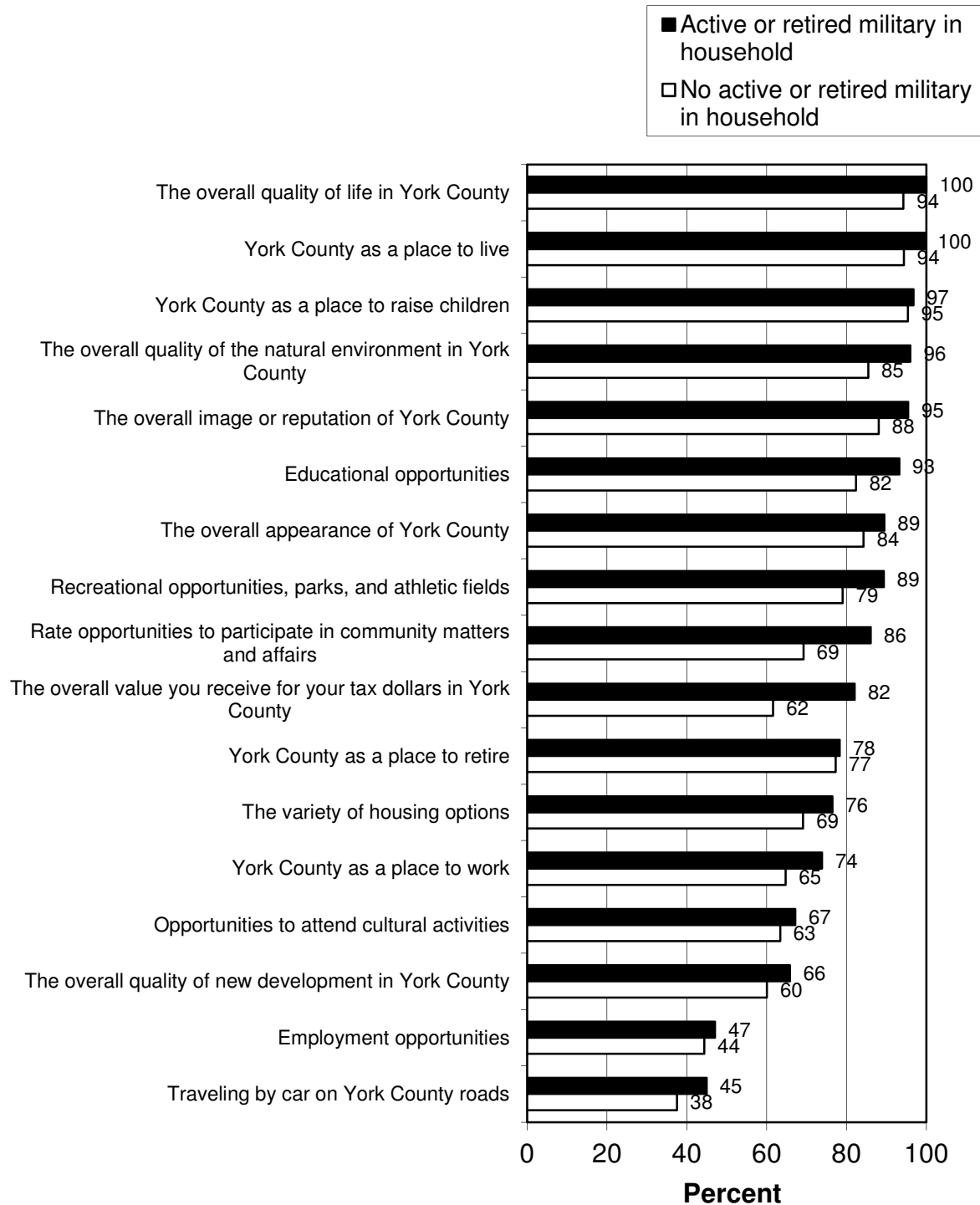
Q17. How would you rate overall quality of life in York County?



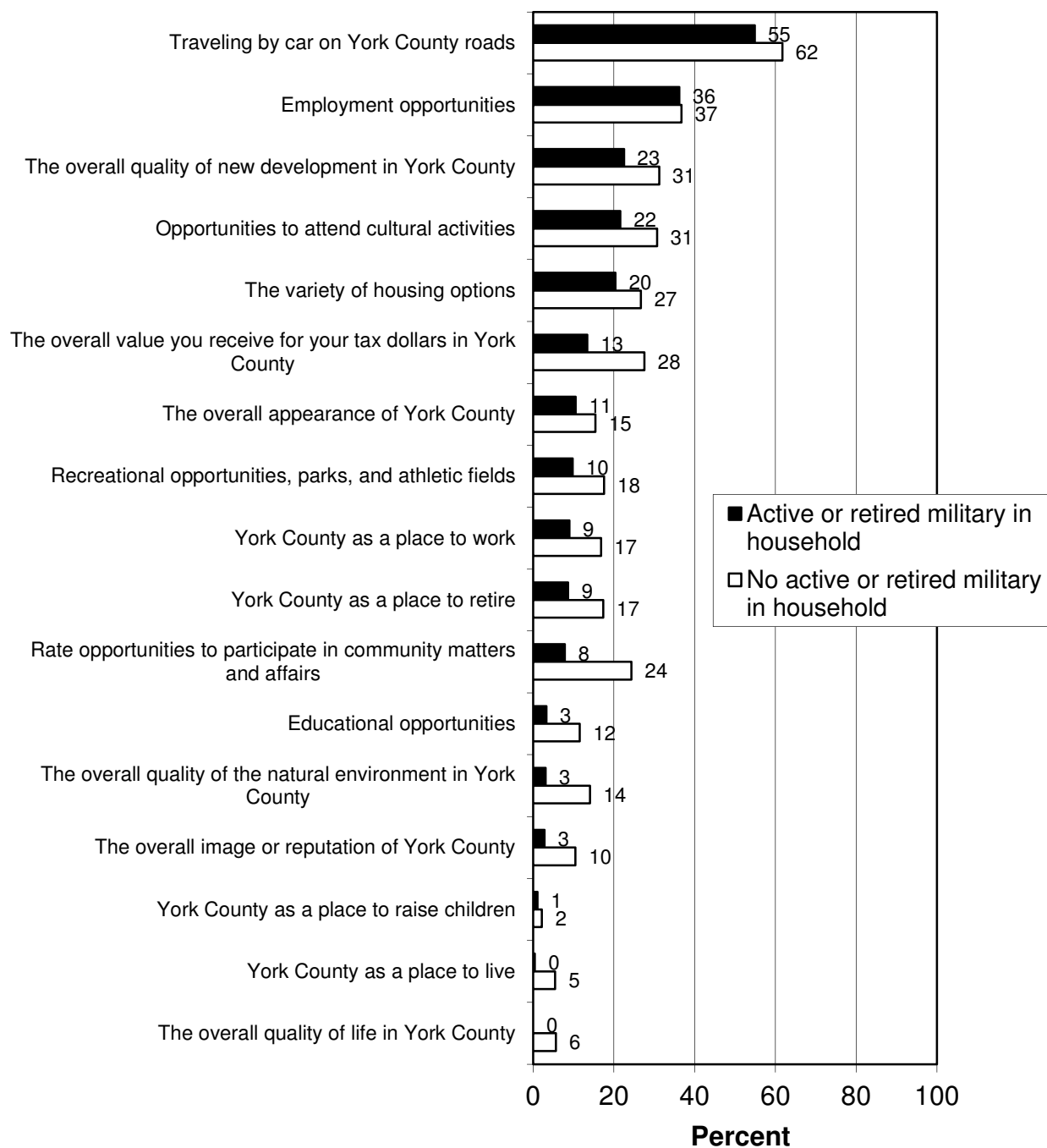
Q17-Q34. Percent who rated the following in York county as excellent.



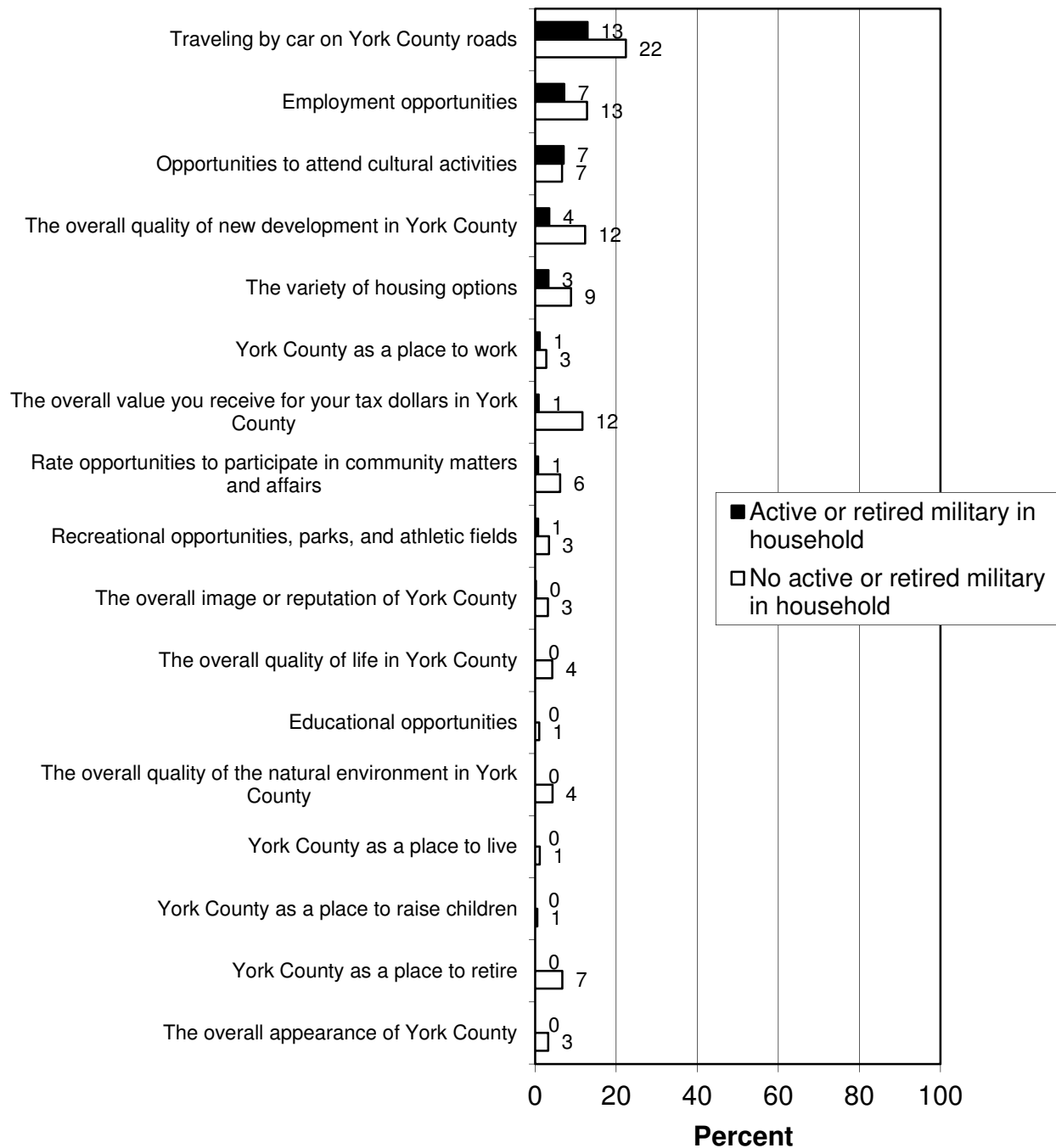
Q17-Q34. Percent who rated the following in York county as excellent or good.



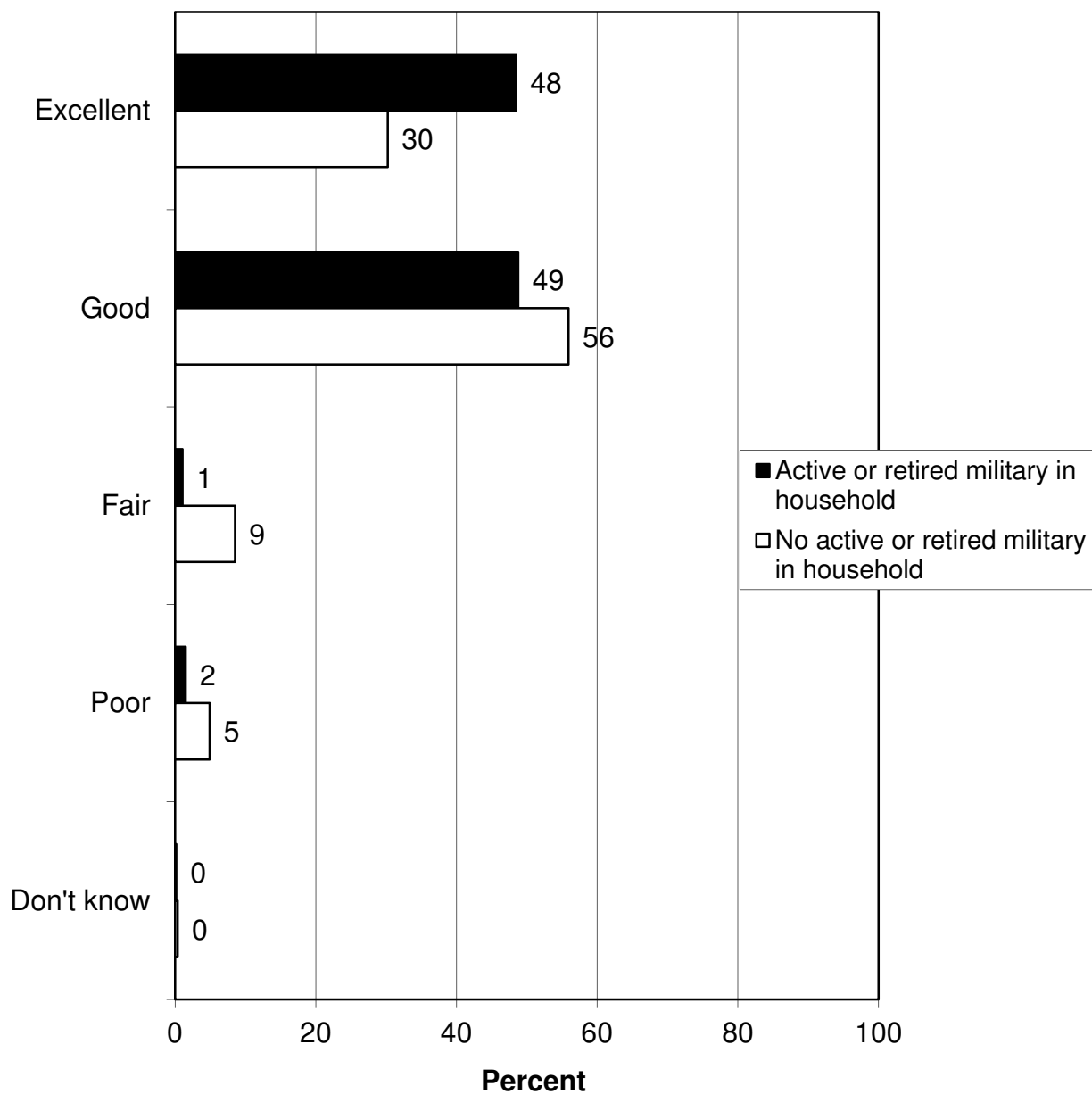
Q17-Q34. Percent who rated the following in York county as fair or poor.



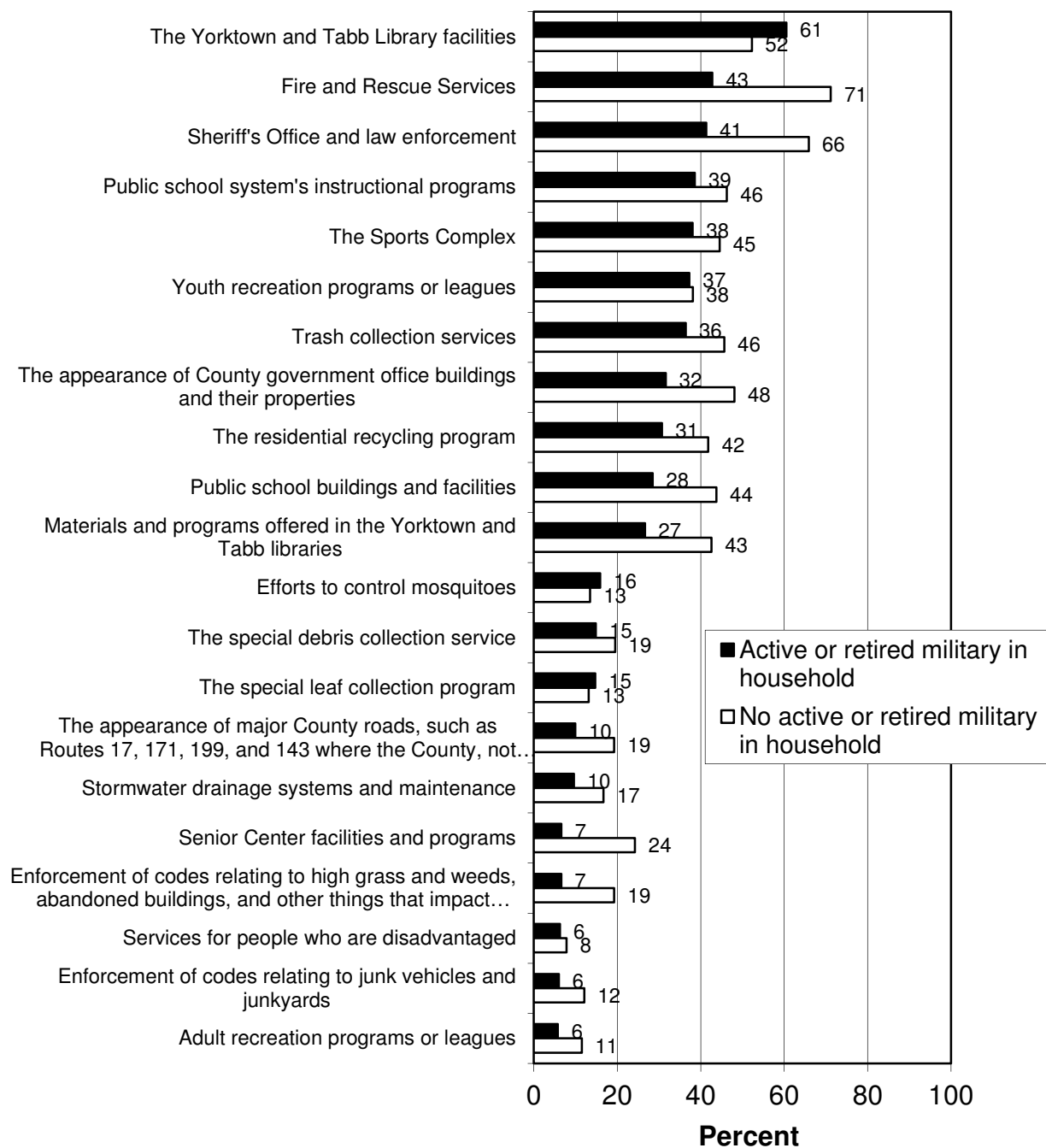
Q17-Q34. Percent who rated the following in York county as poor.



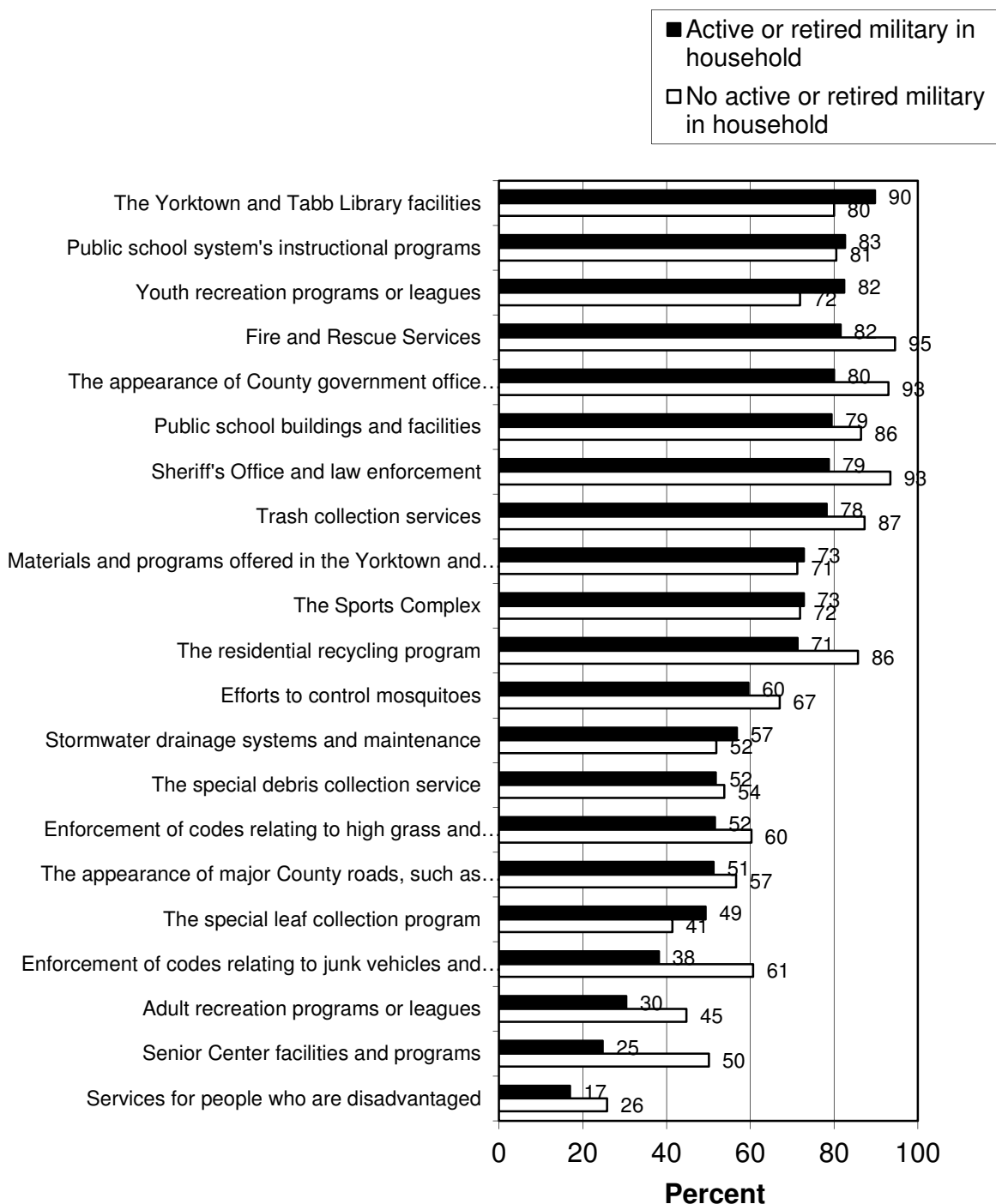
Q35. Overall, how would you rate the services provided by York County?



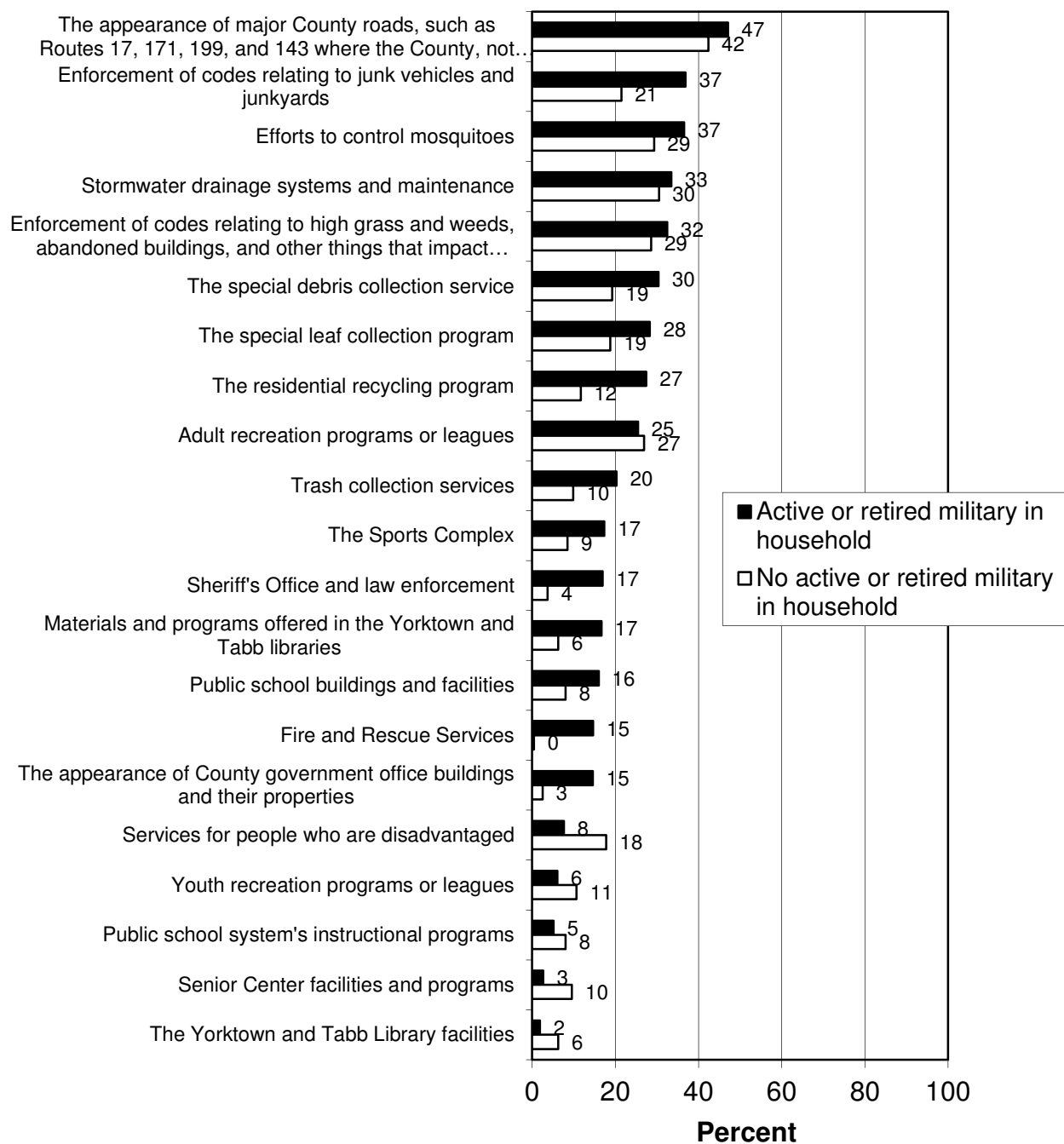
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as excellent.



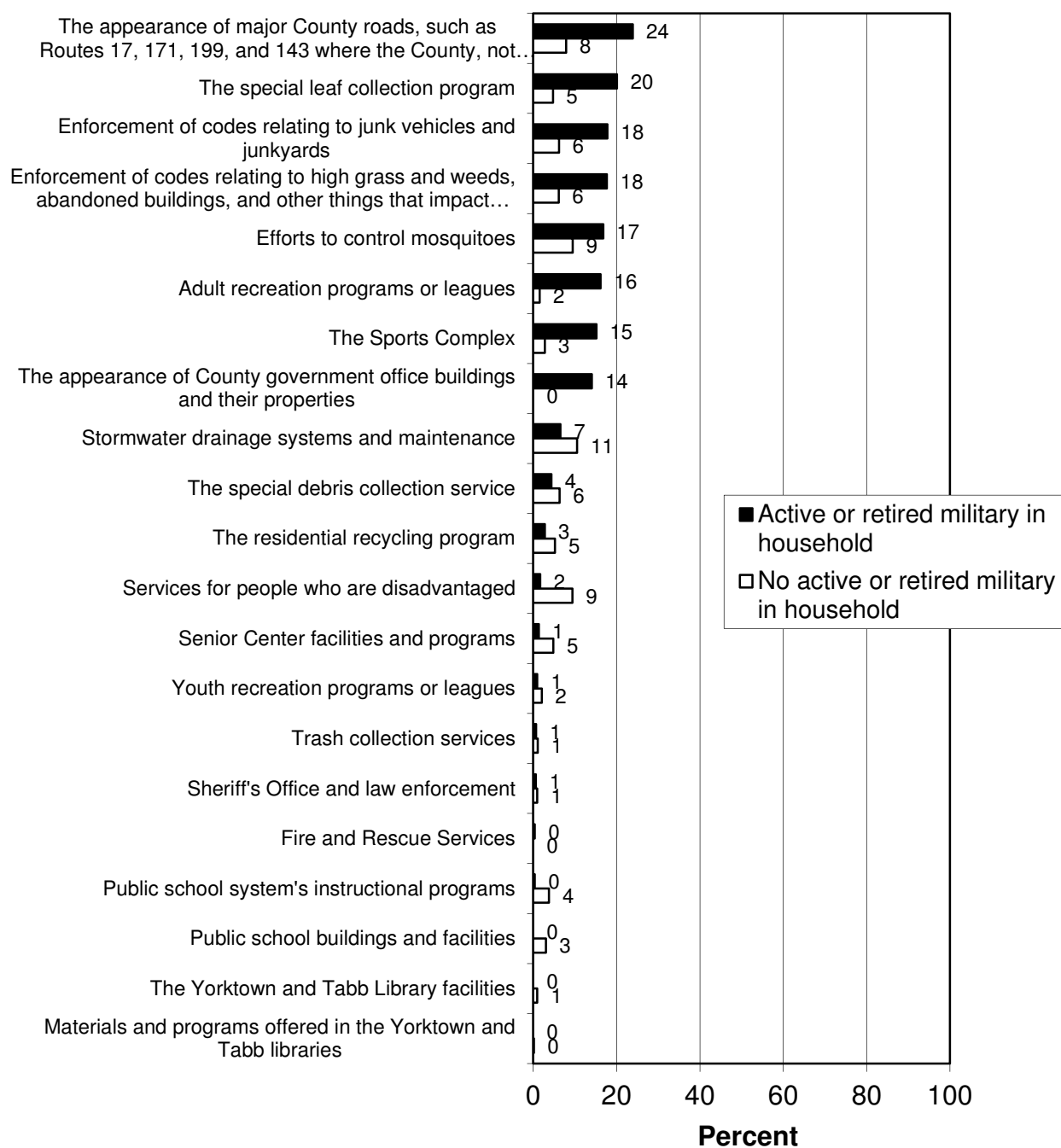
Q38-Q58. Percent who rated the following specific services or facilities provided by York County as excellent or good.



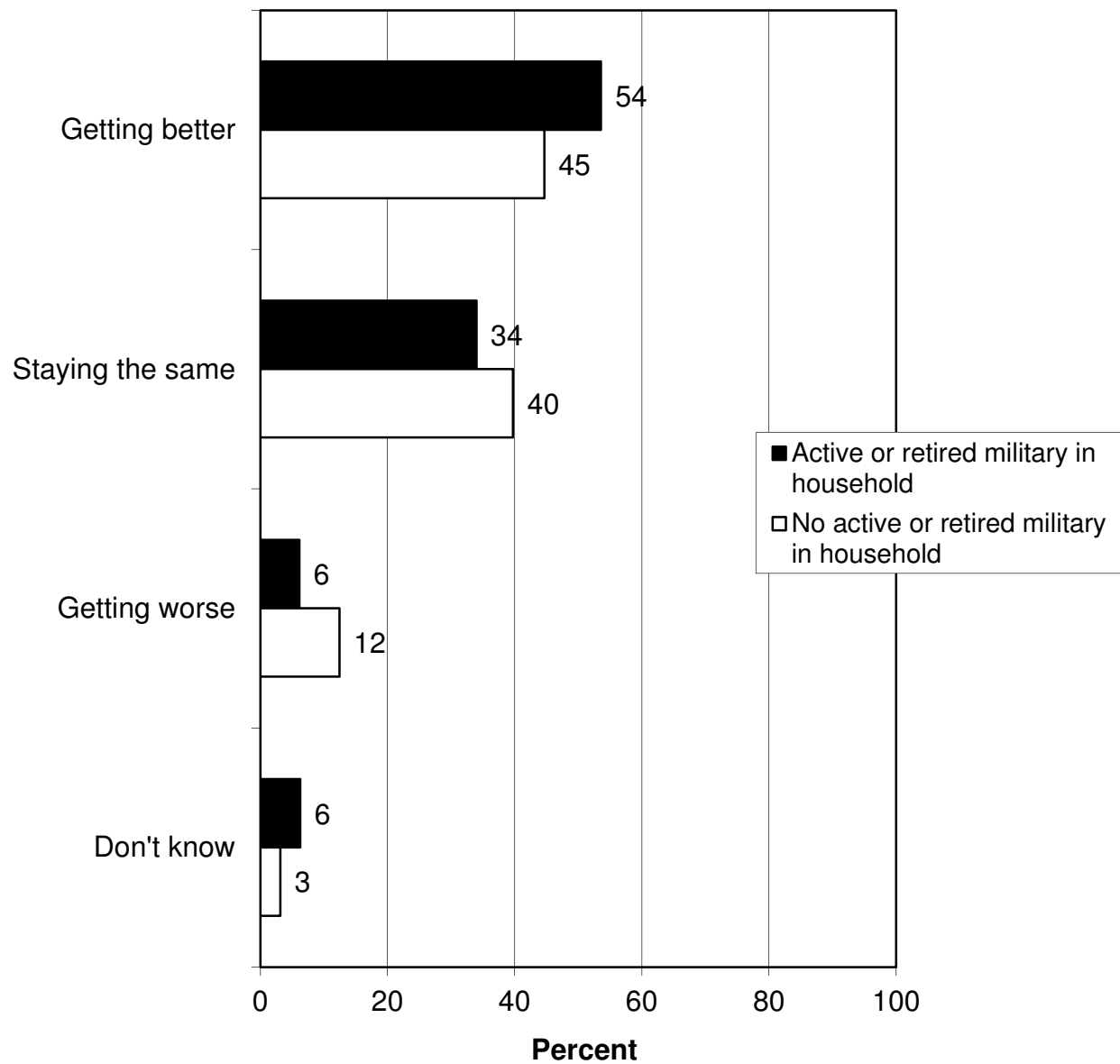
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as fair or poor.



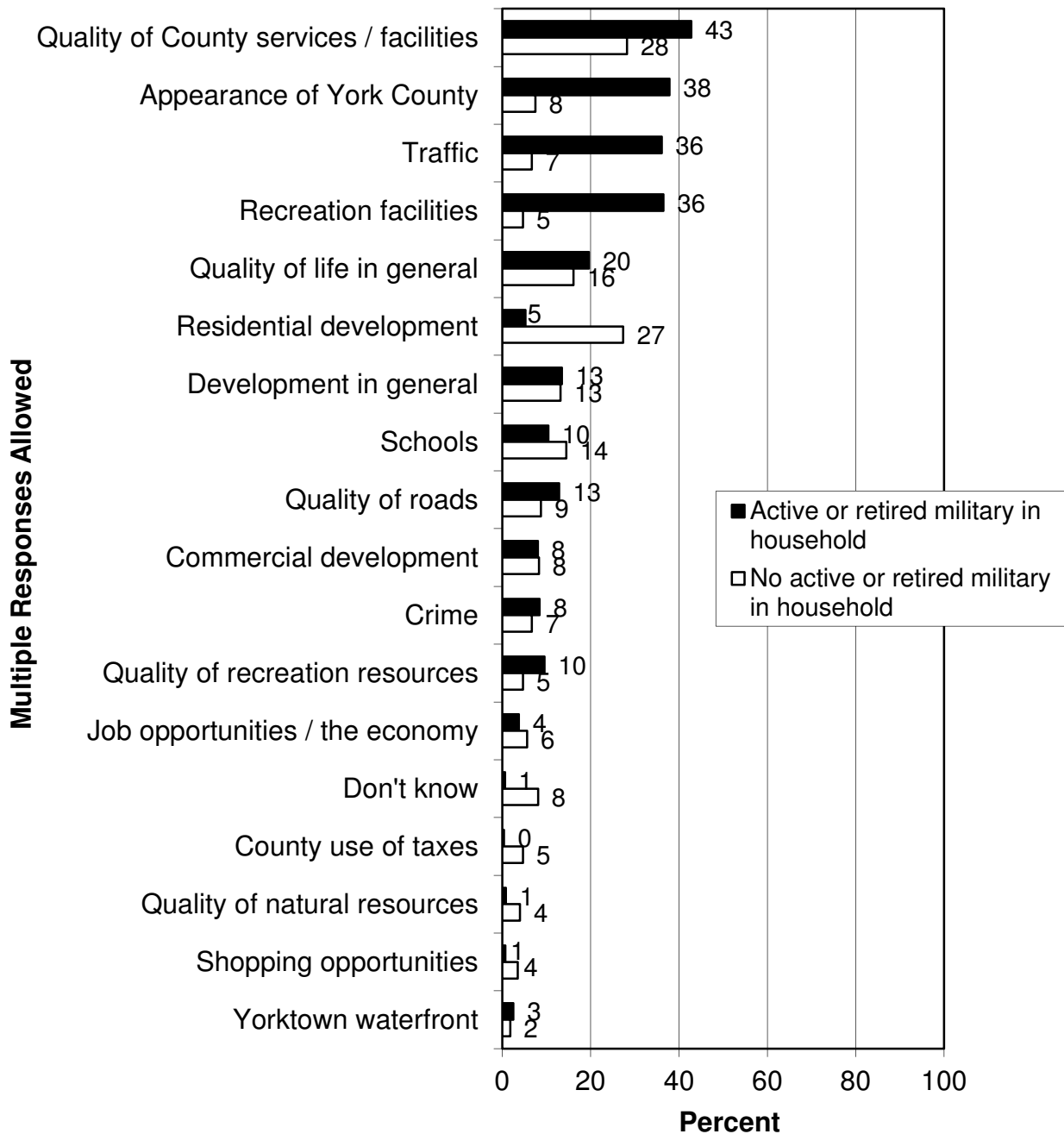
Q38-Q58. Percent who rated the following specific services or facilities provided by York County as poor.



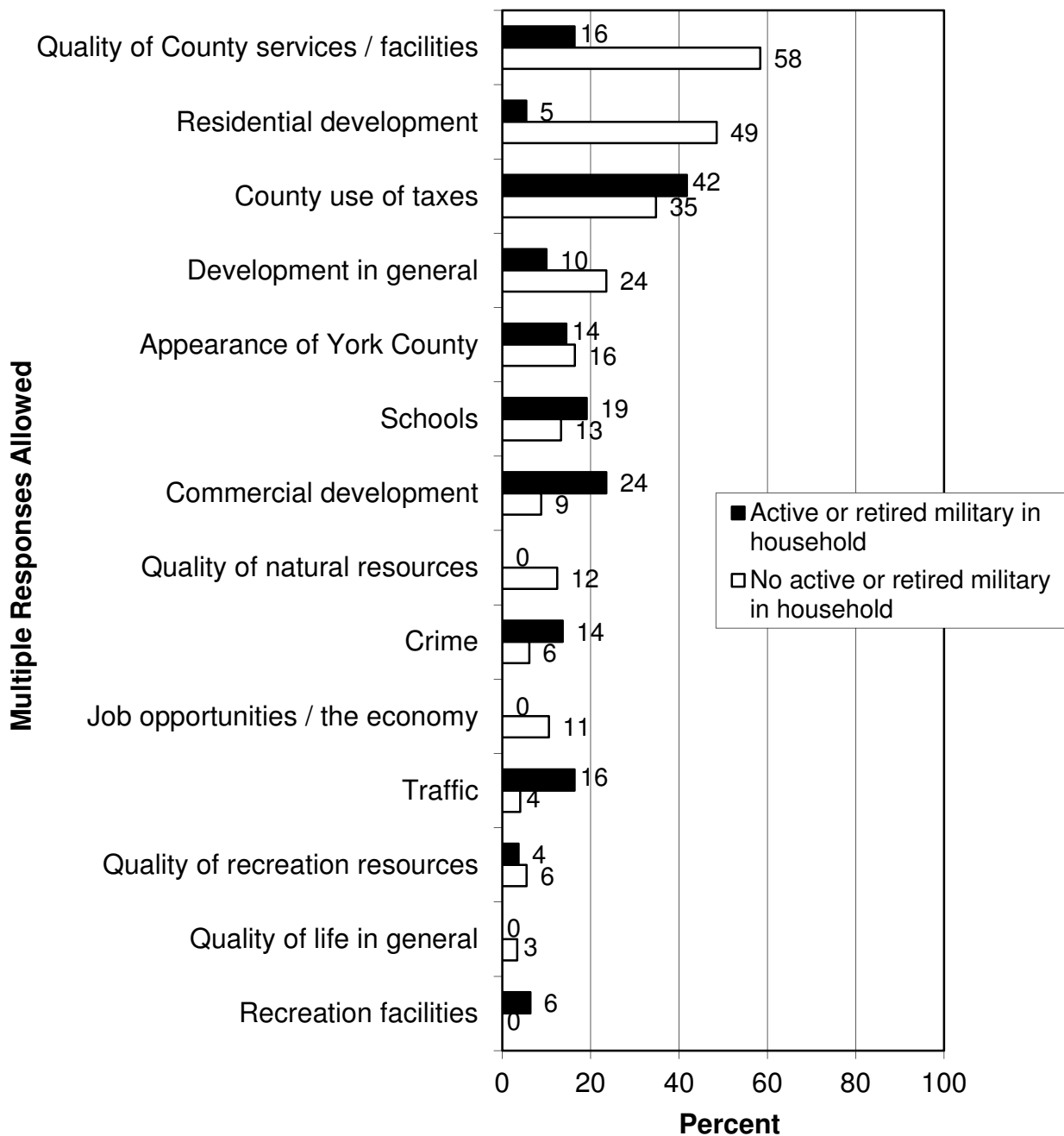
Q59. In general, do you think York County is getting better, staying the same, or getting worse?



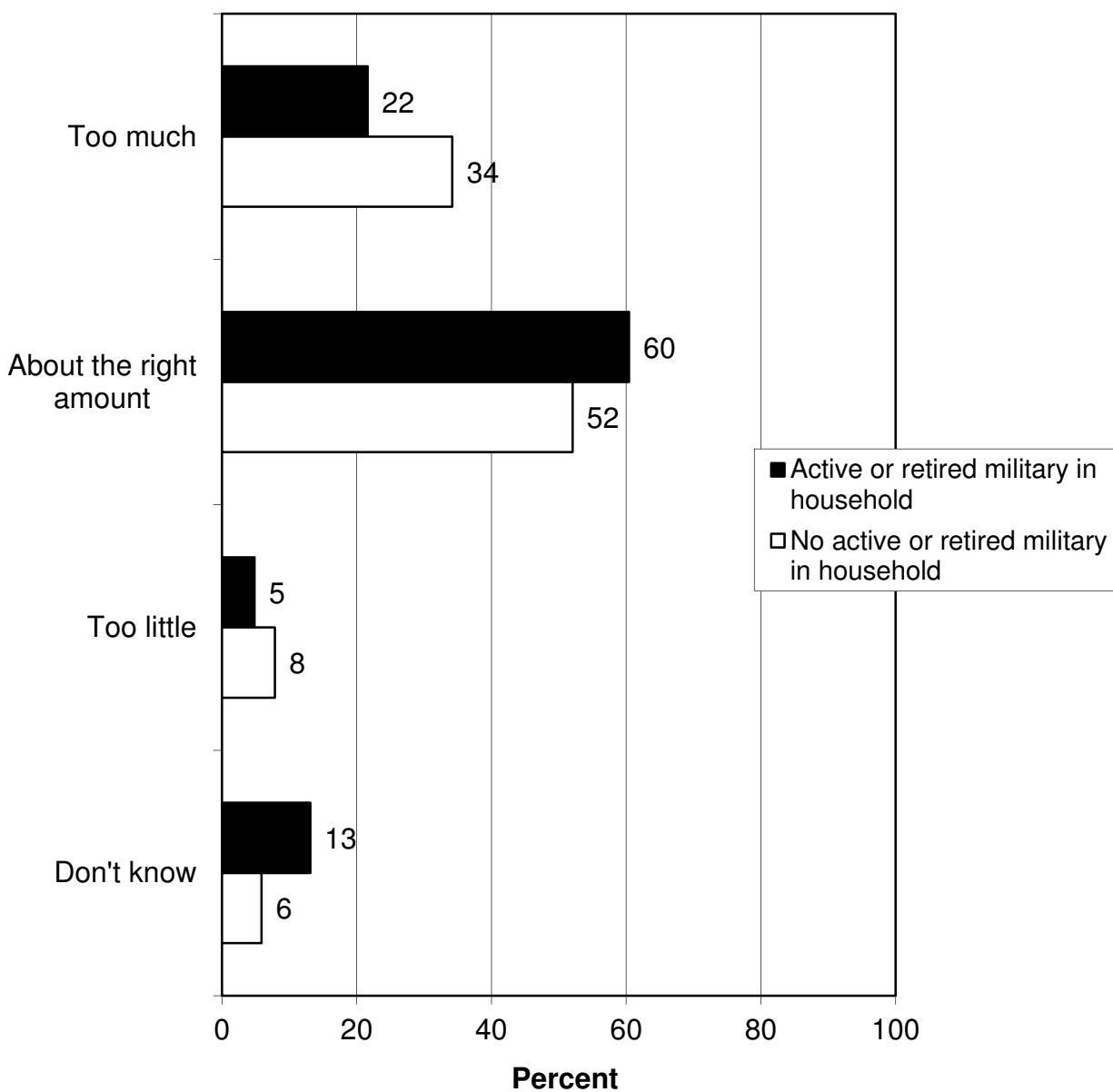
Q62. Specifically, what do you think has gotten better? (Asked of those who think York County is getting better in general.)



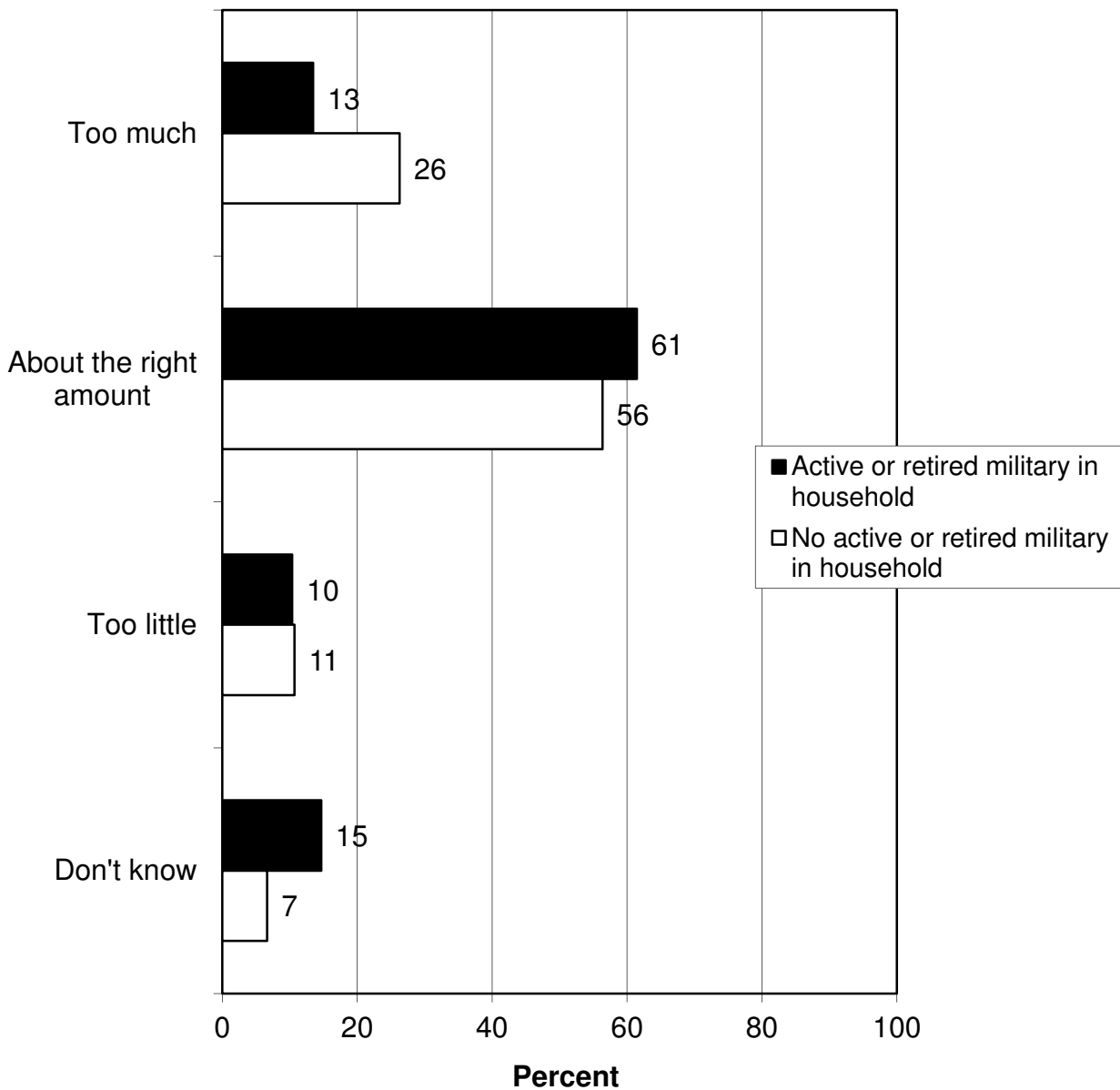
Q66. Specifically, what do you think has gotten worse? (Asked of those who think York County is getting worse in general.)



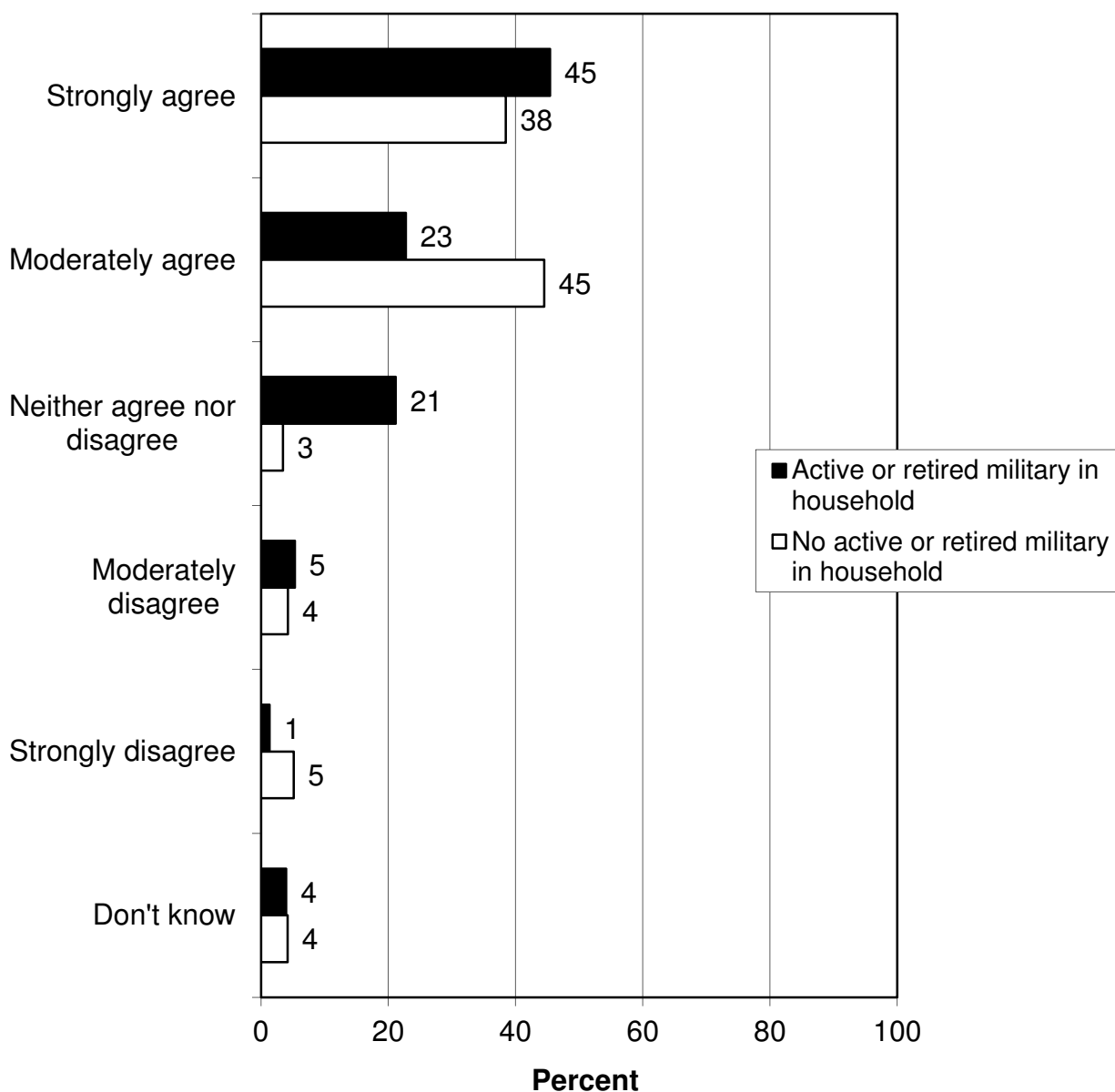
Q68. In your opinion, was the amount of new residential construction in York County in the past 5 years too much, about the right amount, or too little?



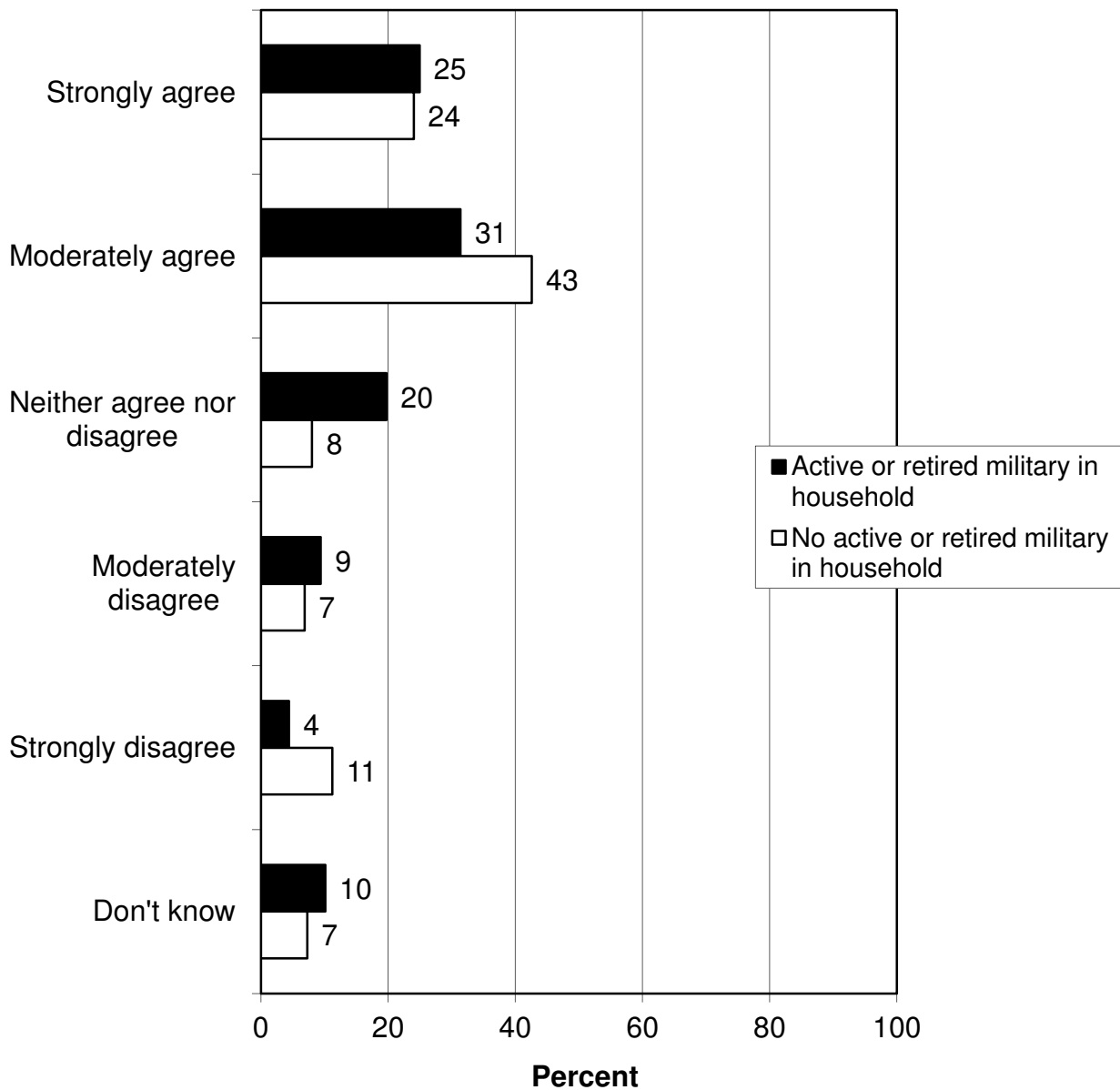
Q69. In your opinion, was the amount of new commercial construction in York County in the past 5 years too much, about the right amount, or too little?



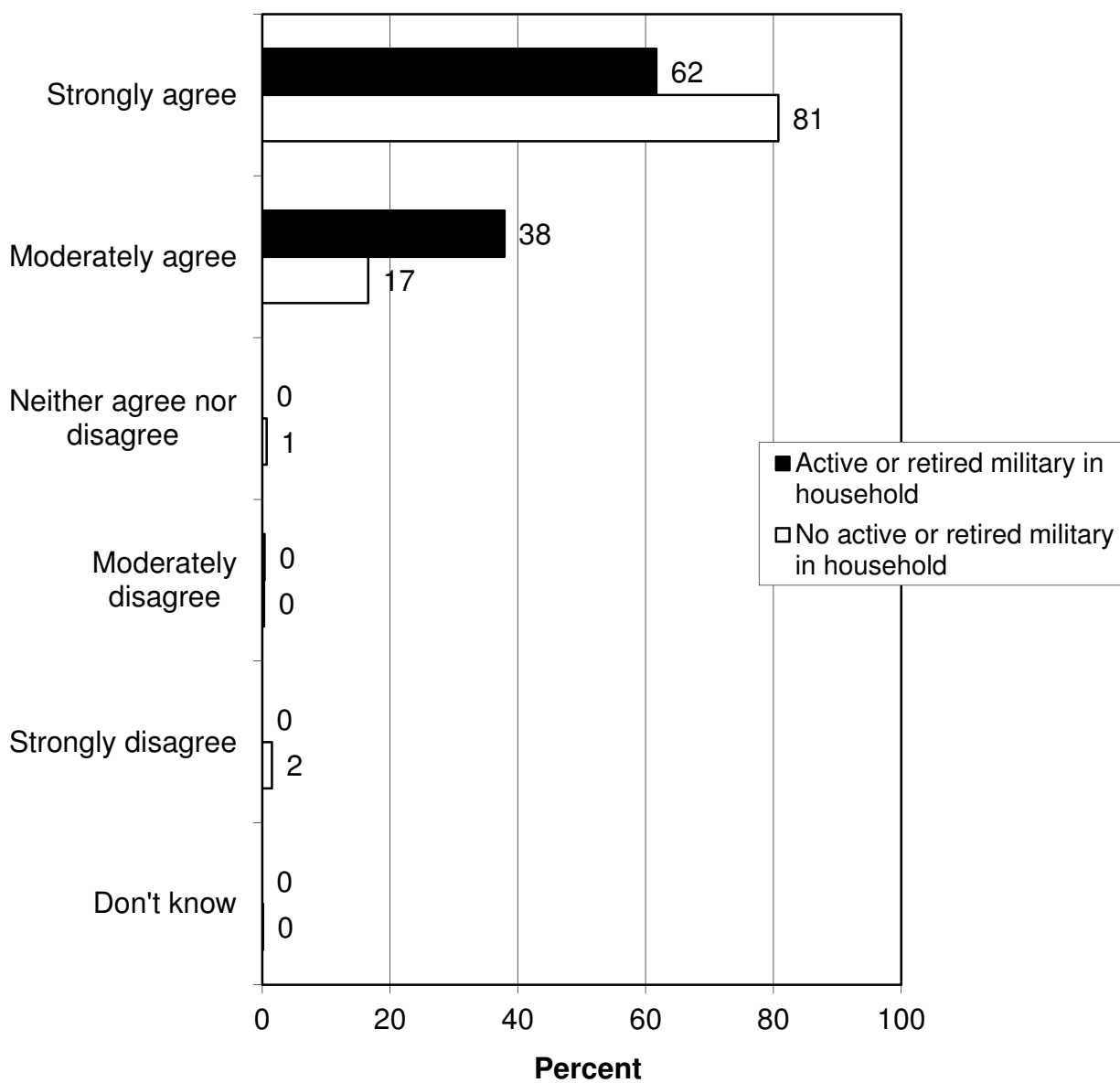
Q71. Before the County makes important decisions, citizens who want to be heard have an opportunity to express their opinions. (Do you agree or disagree with this statement?)



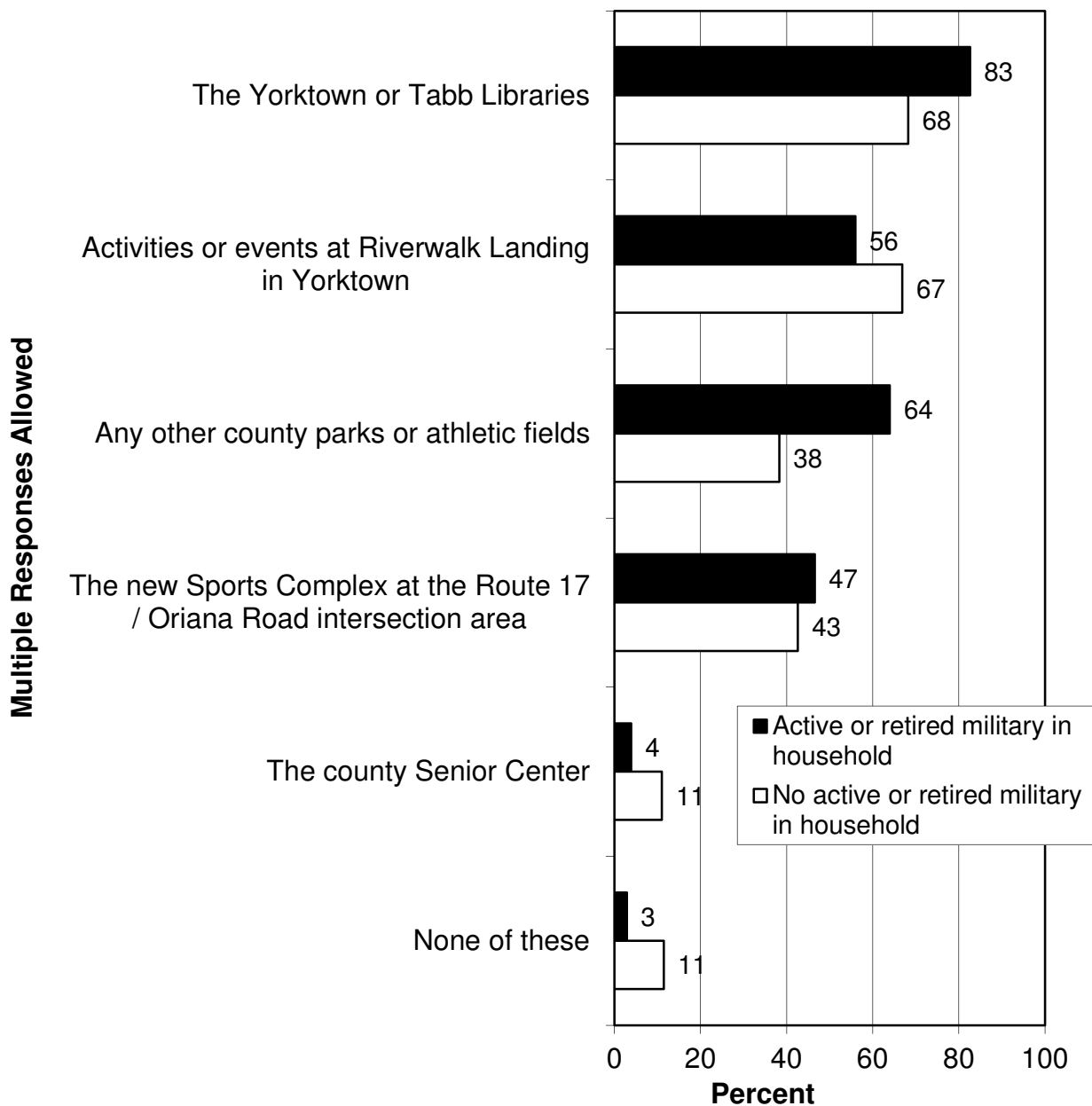
Q72. If I inform the County about how I feel on an issue, my opinion will be taken into consideration before a decision is made. (Do you agree or disagree with this statement?)



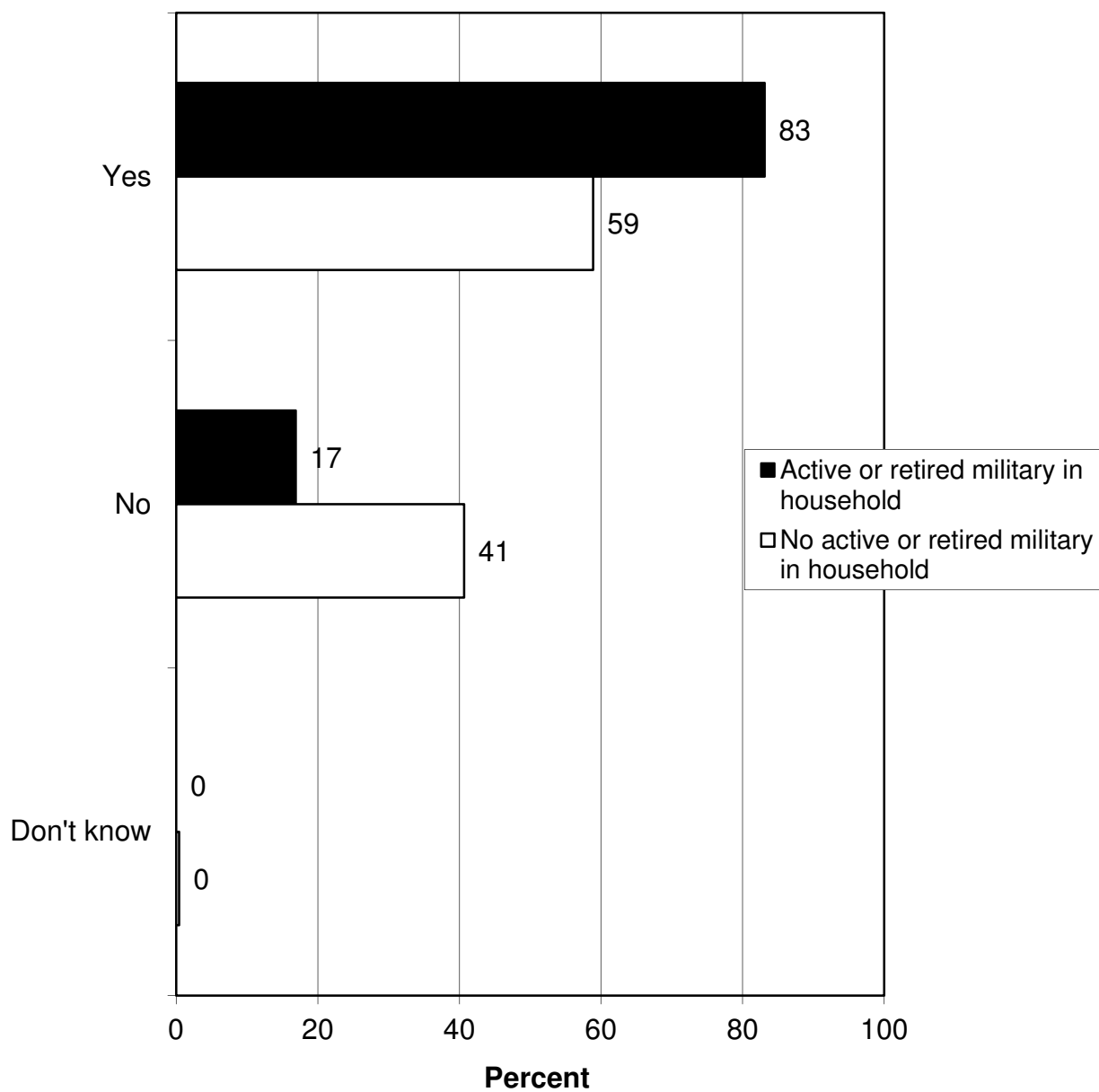
Q73. York County, in general, is a safe place to live. (Do you agree or disagree with this statement?)



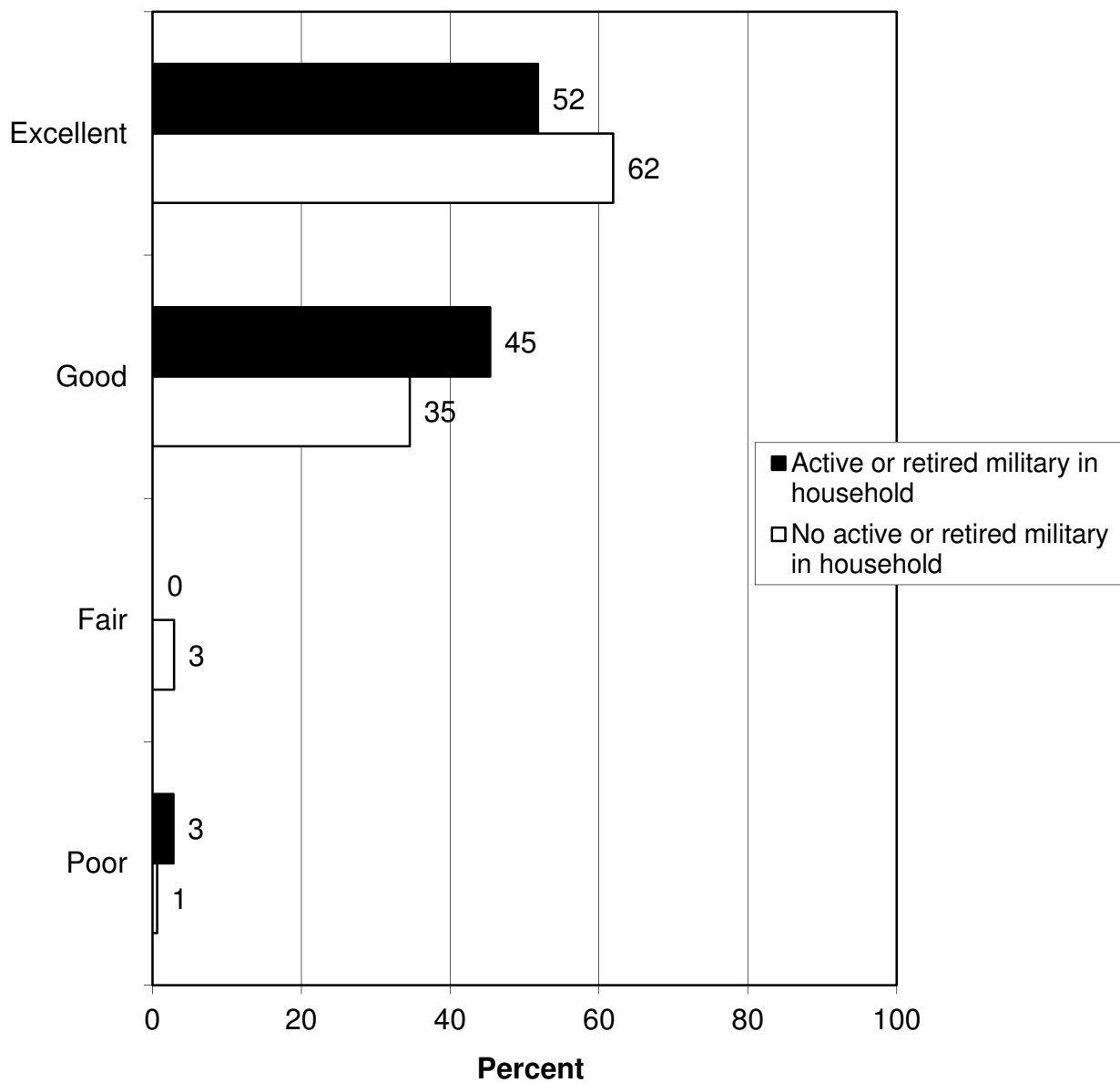
Q76. Next, I would like to know if you have visited or participated in any activities at any of the following in York County in the past 12 months? How about...?



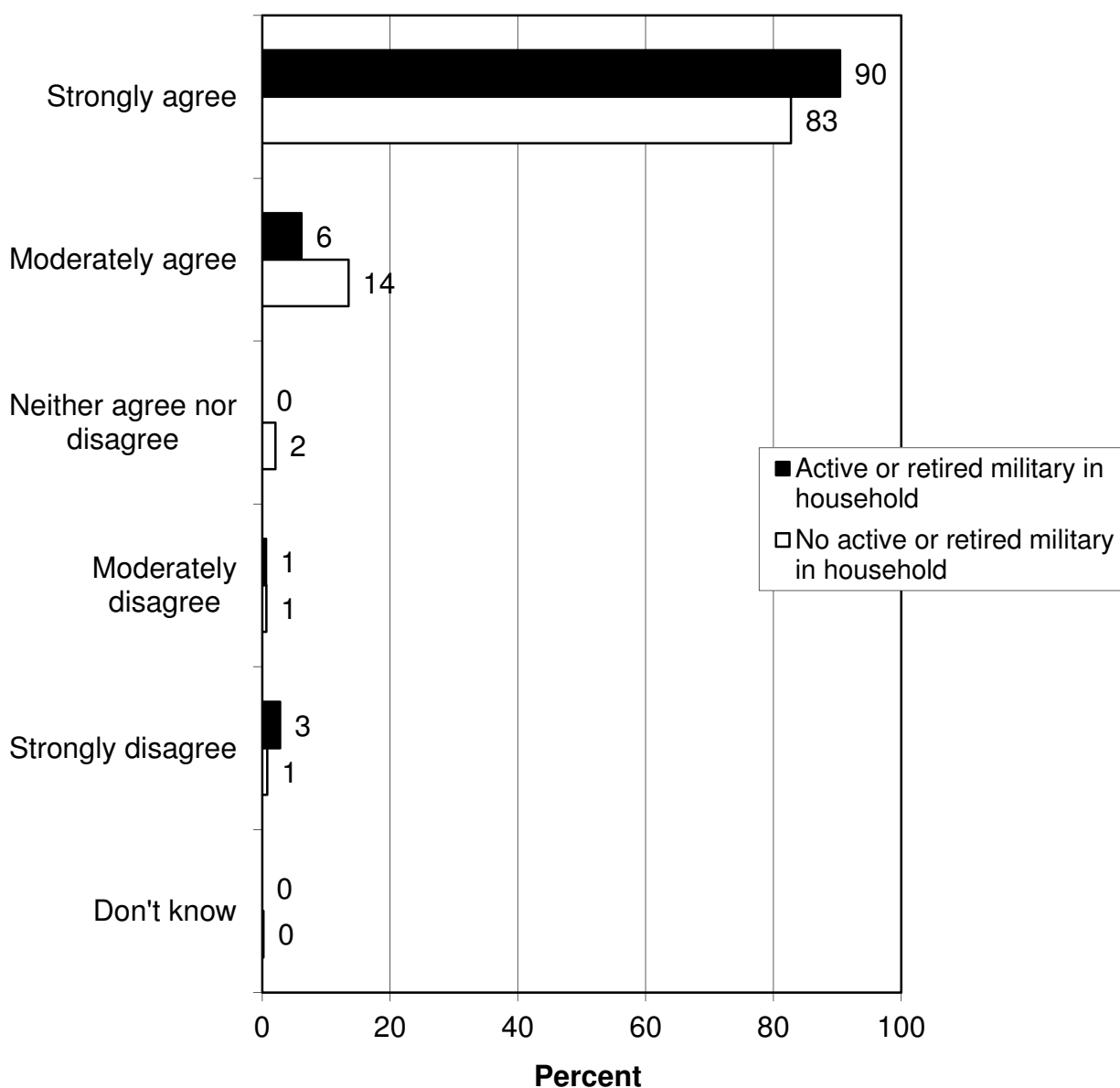
Q77. Have you had any personal interaction with a York County employee in the past 12 months in person, by telephone, by e-mail, or by mail?



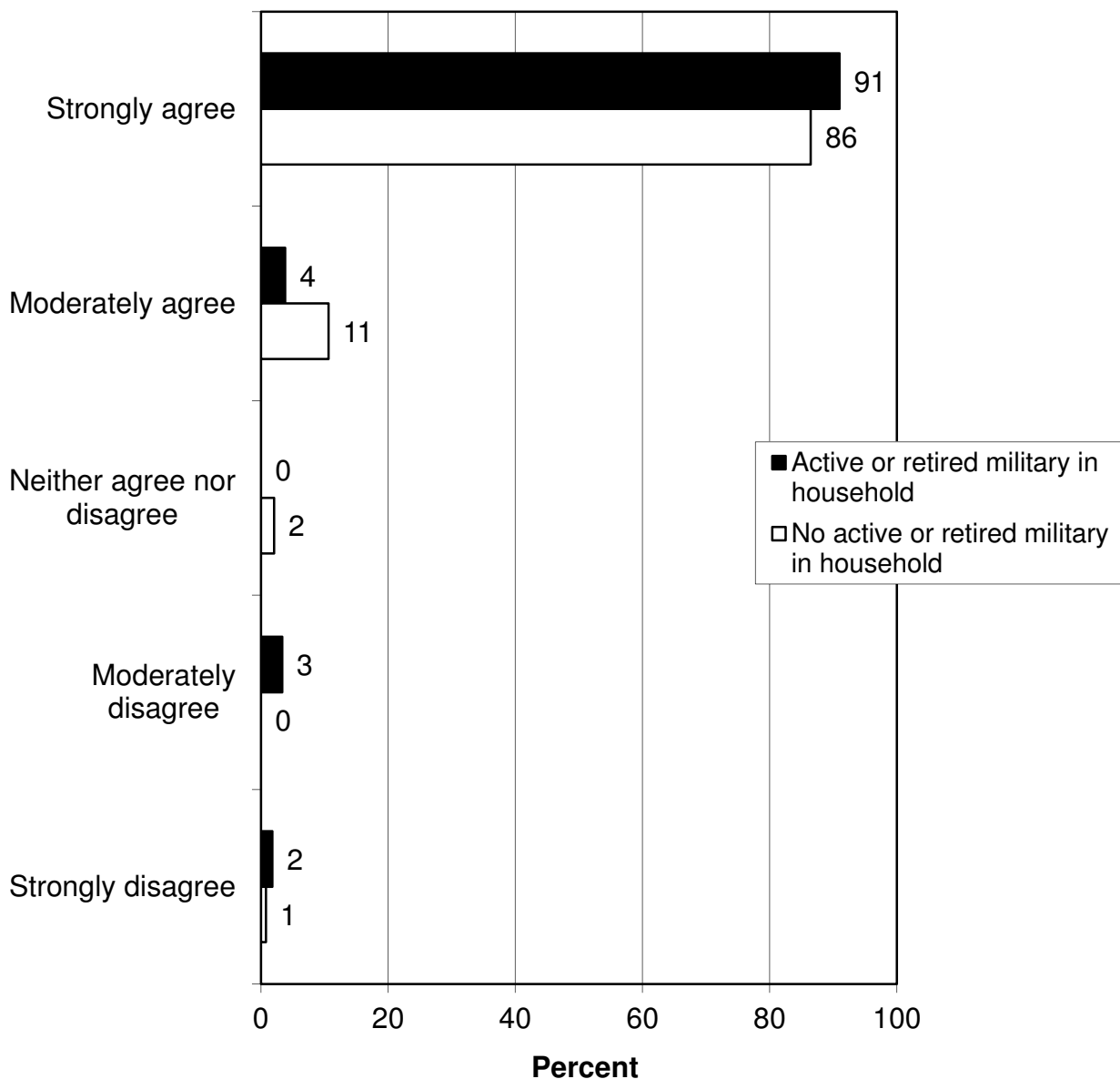
Q78. In general, how would you rate the quality of your interaction with York County employees in the past 12 months? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)



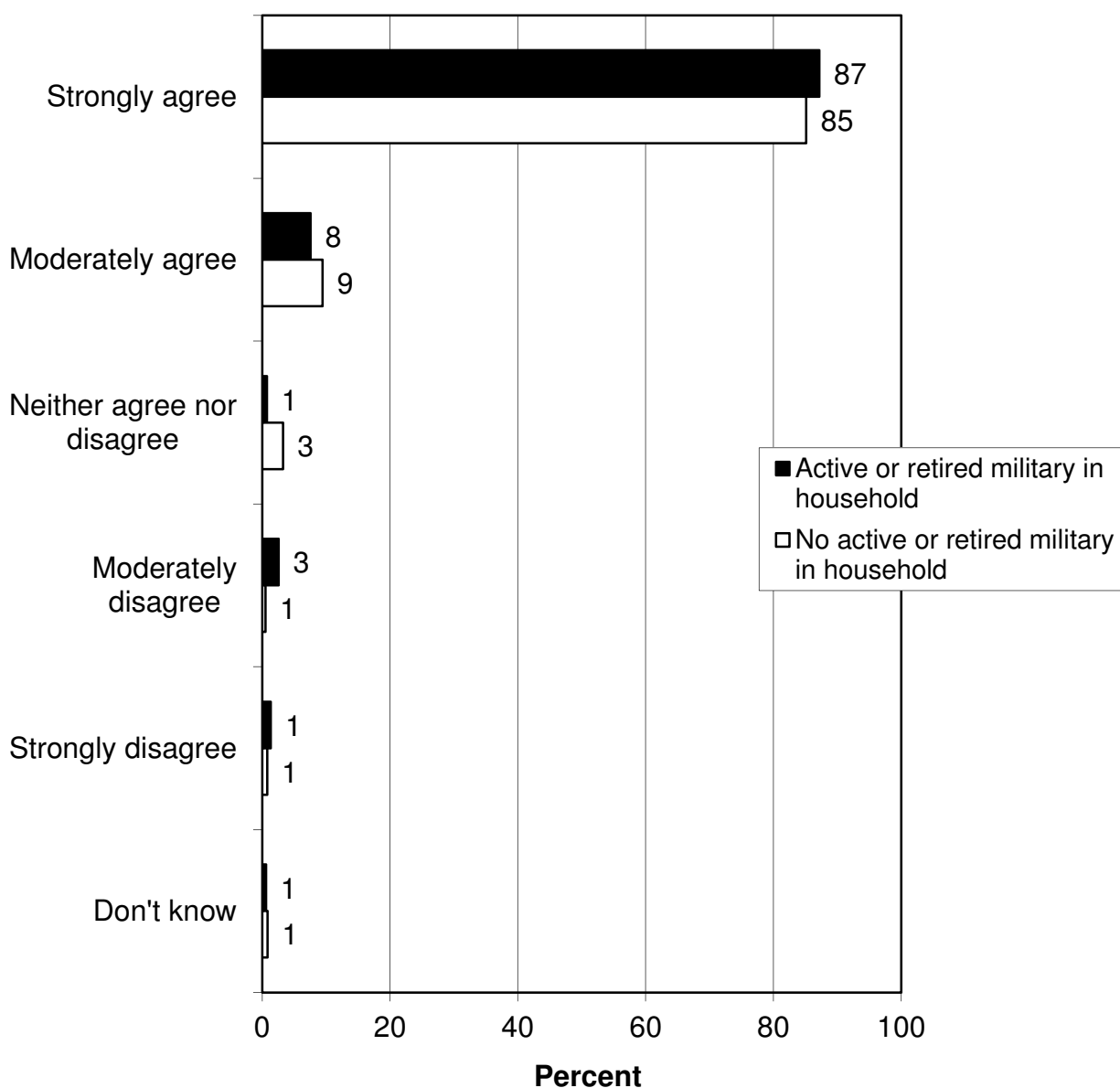
Q80. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was responsive? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)



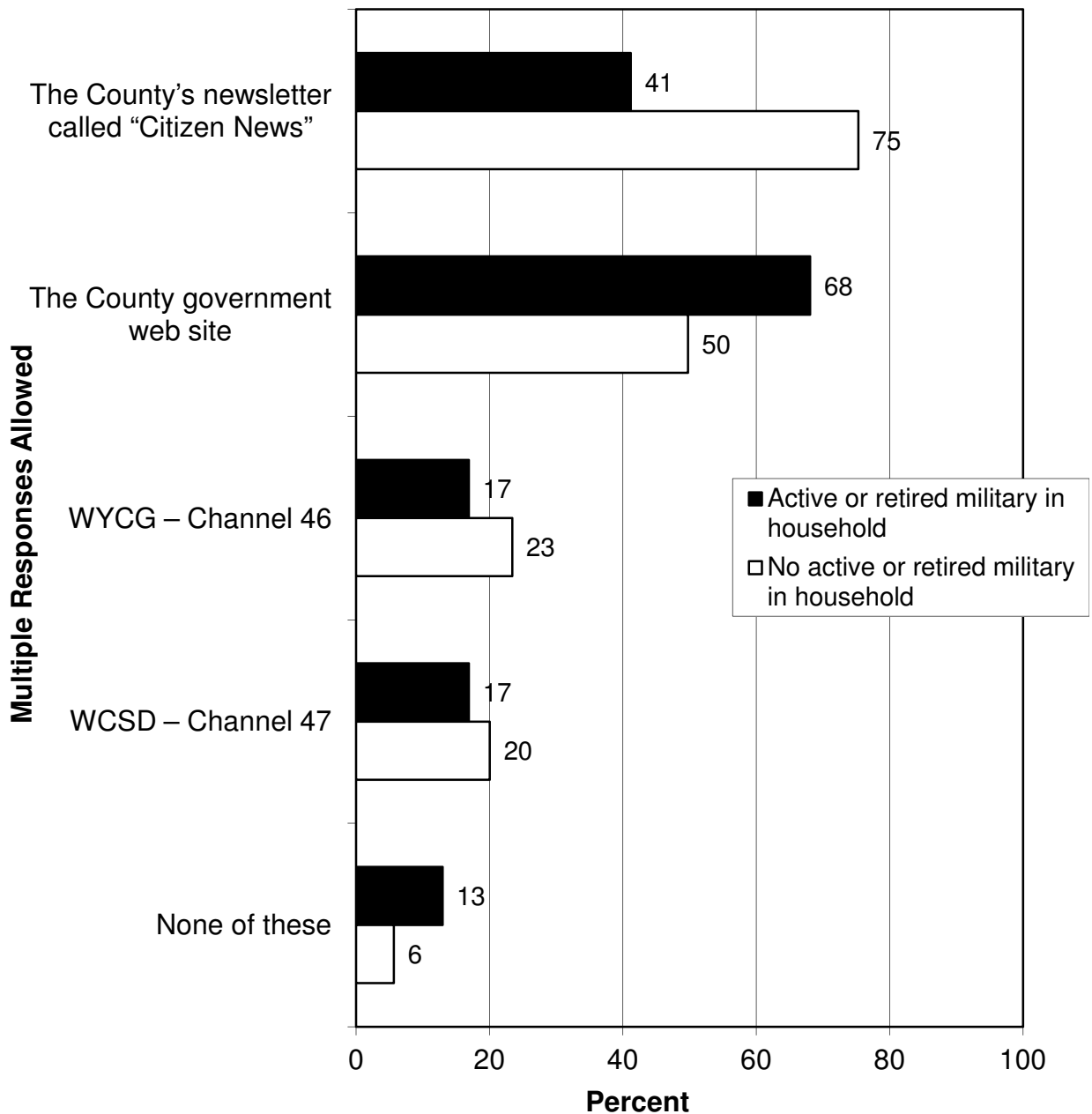
Q81. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was courteous? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)



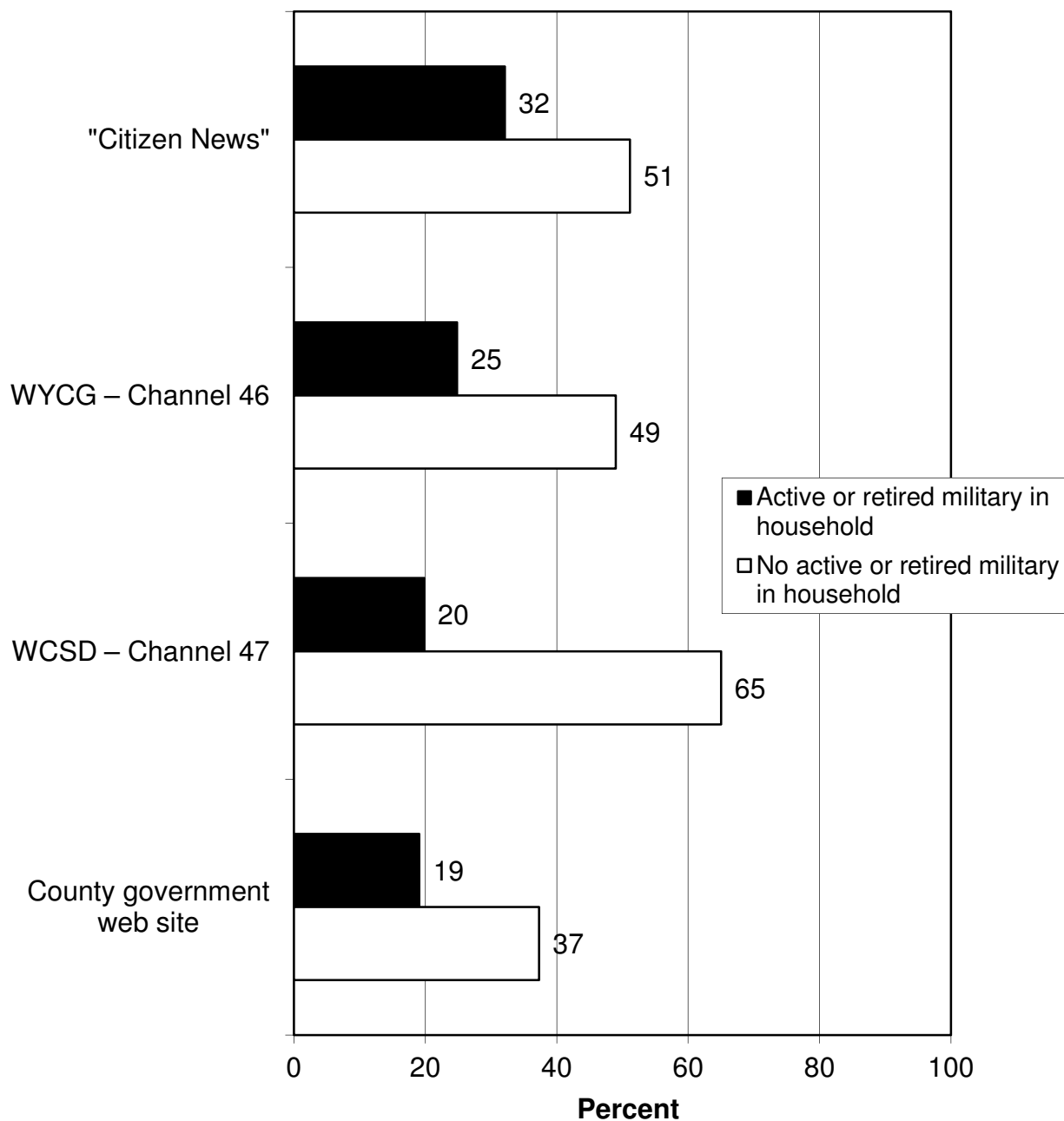
Q82. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was knowledgeable? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)



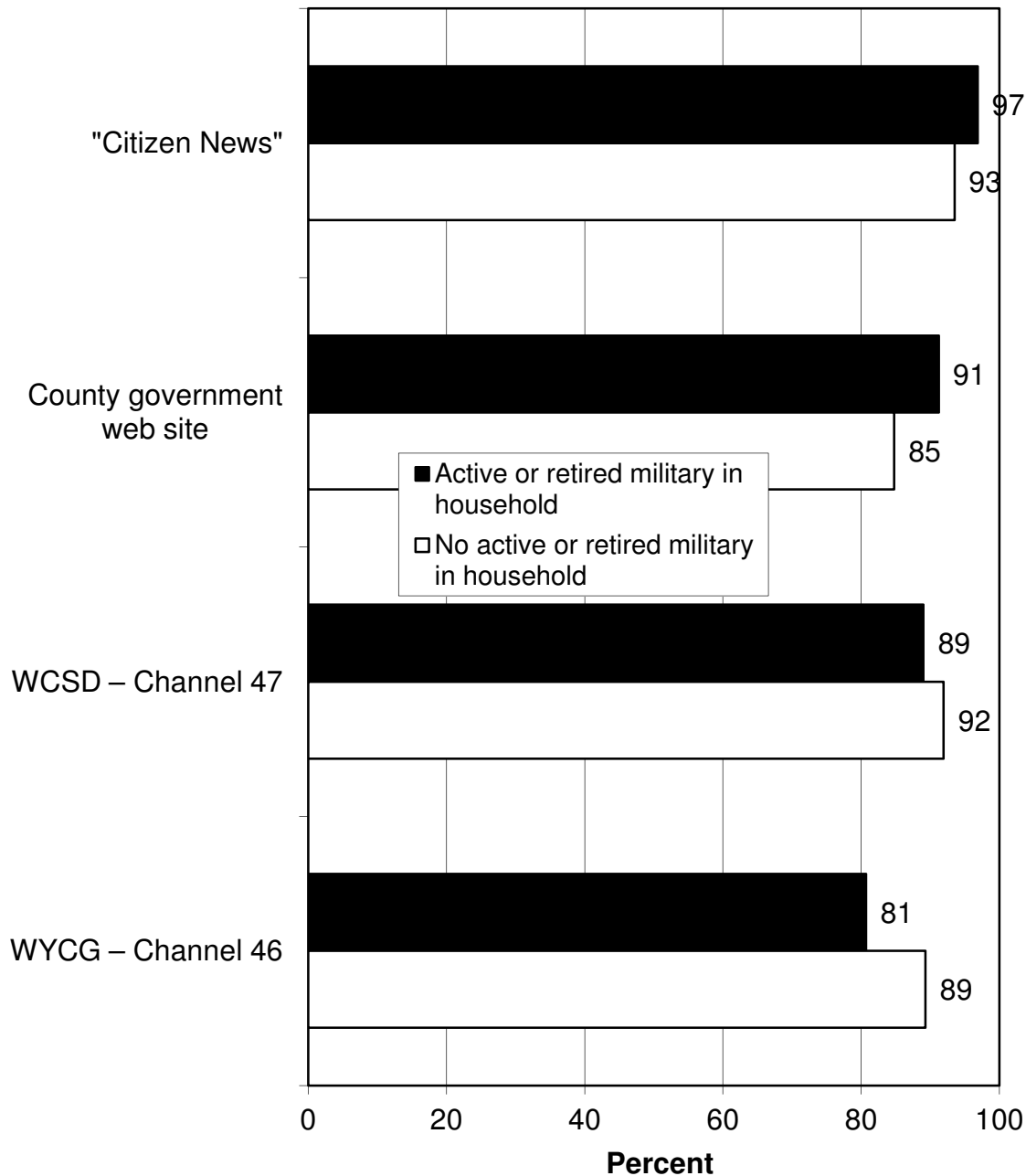
Q85. From which of the following sources do you get information about County services, programs, and/or government affairs? How about...?



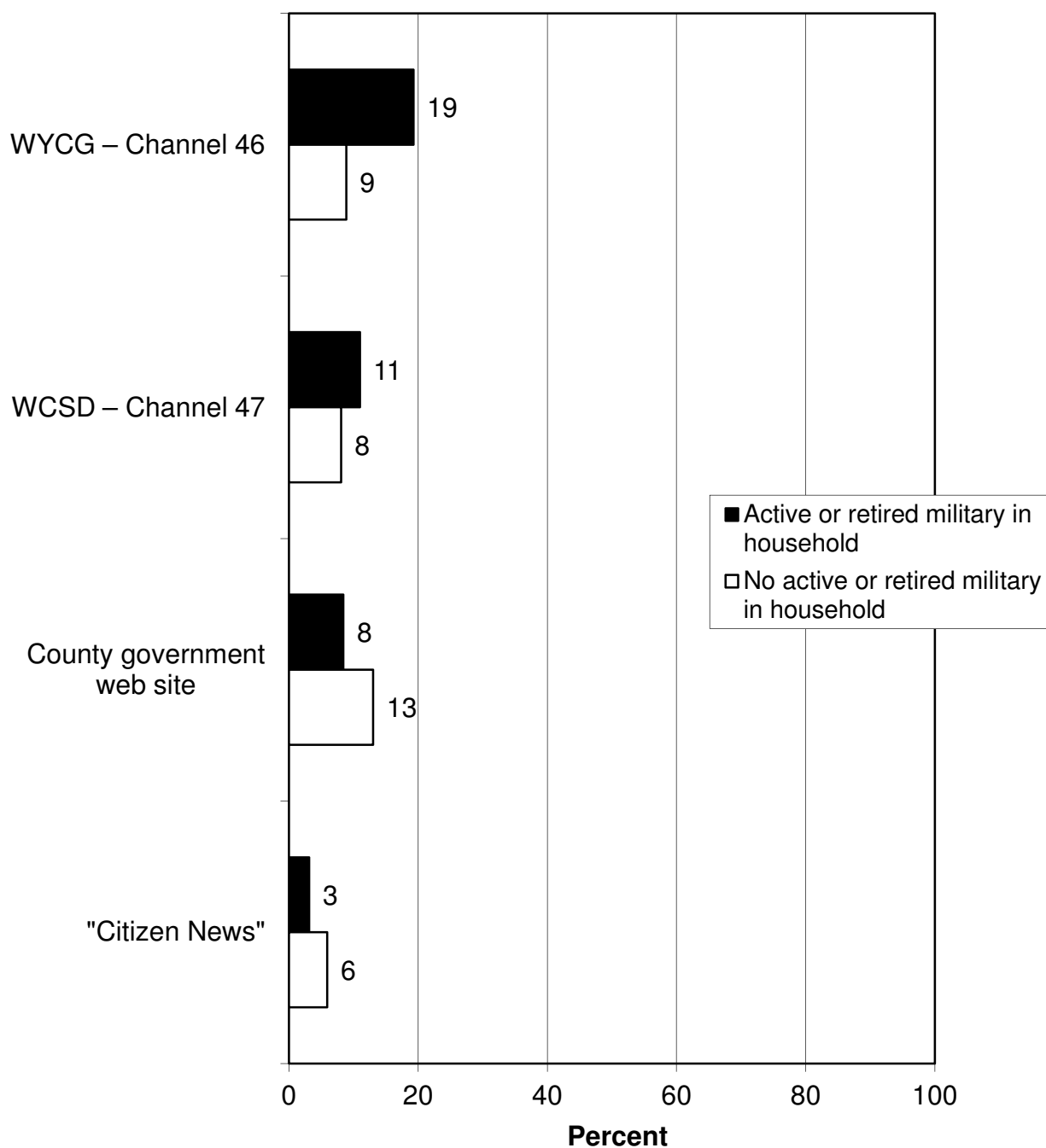
**Q87-Q89. Percent who rated the following
excellent as a source of information about
County services, programs, and/or government
affairs.**



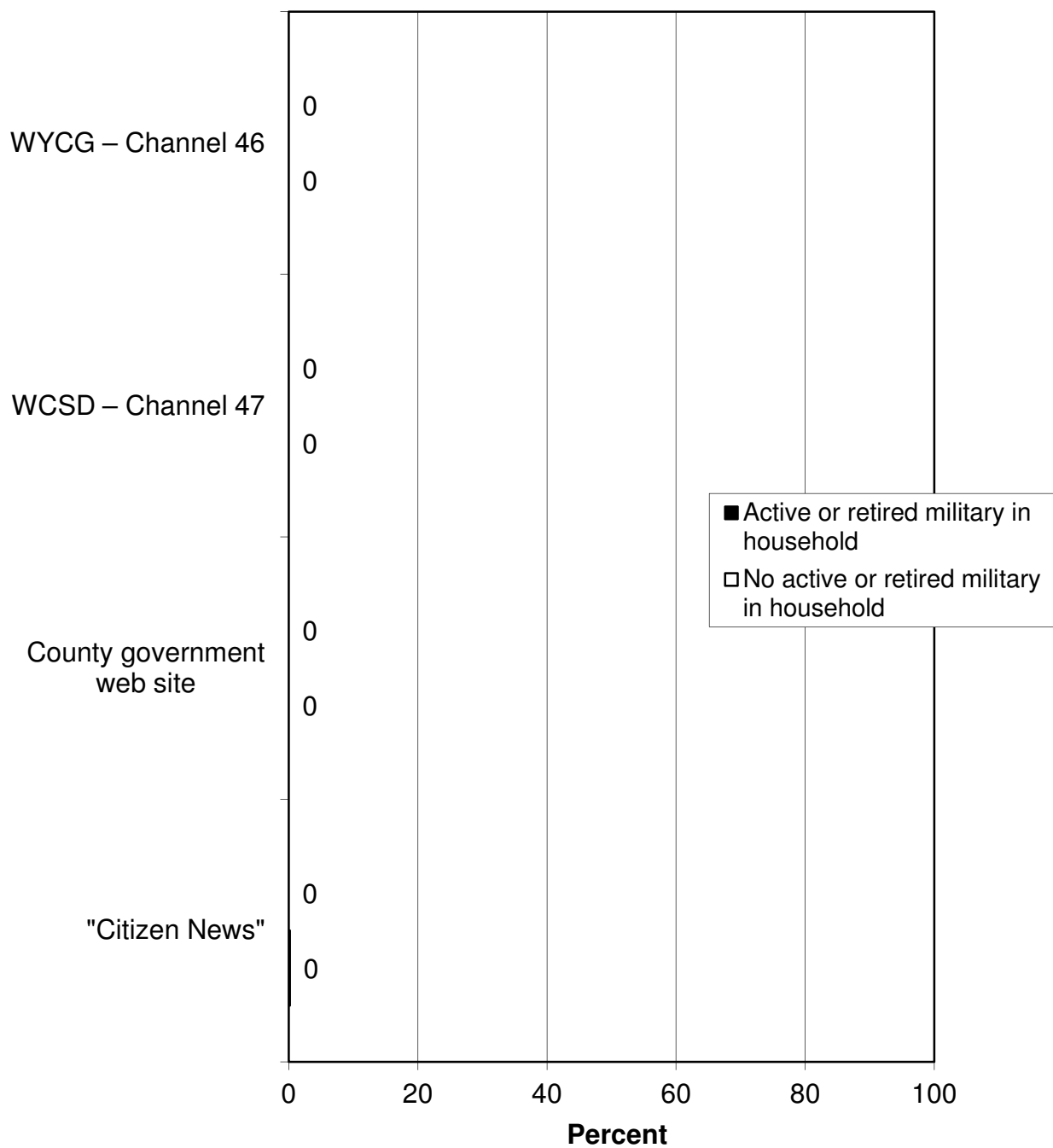
Q87-Q89. Percent who rated the following excellent or good as a source of information about County services, programs, and/or government affairs.



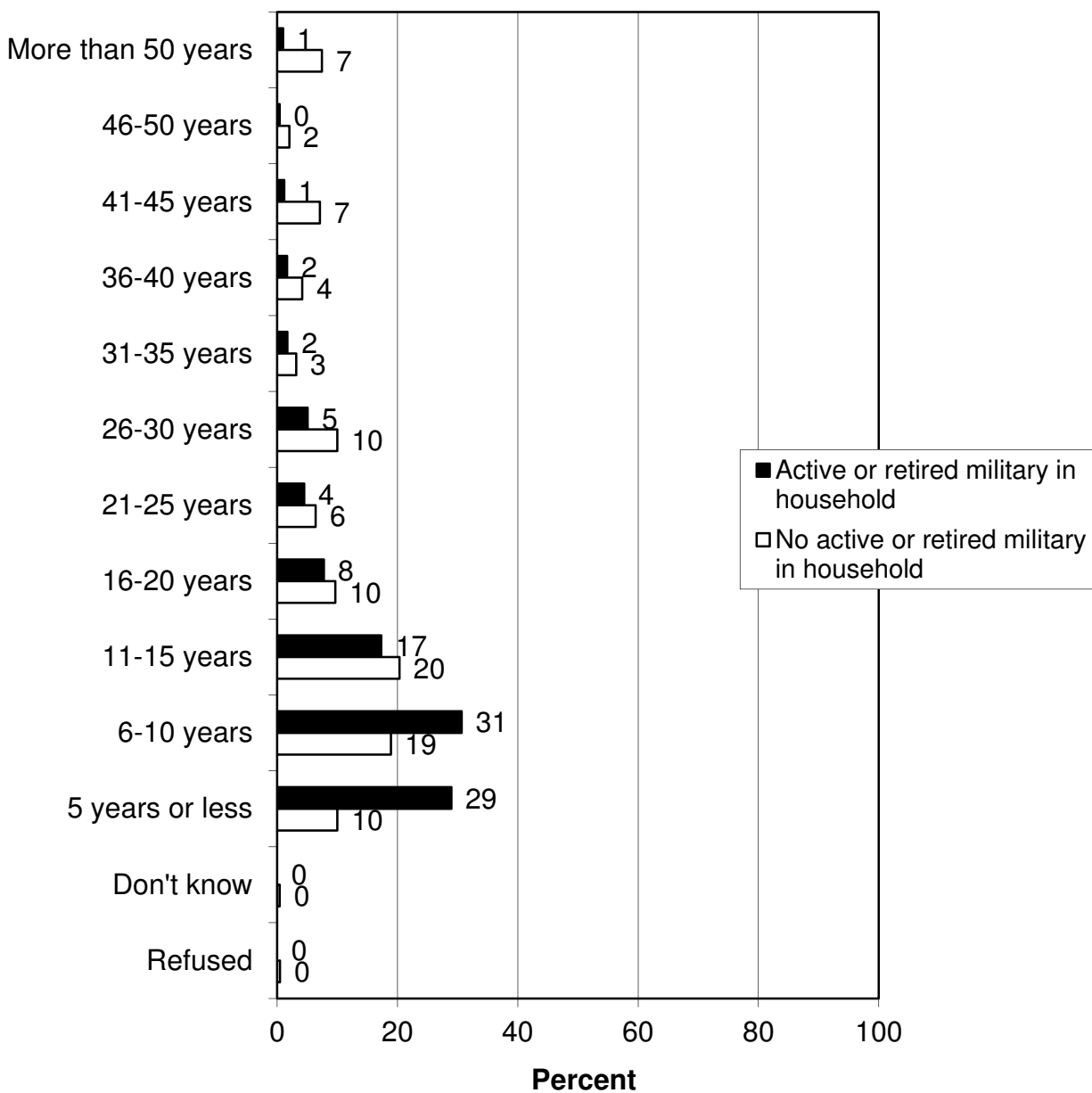
Q87-Q89. Percent who rated the following fair or poor as a source of information about County services, programs, and/or government affairs.



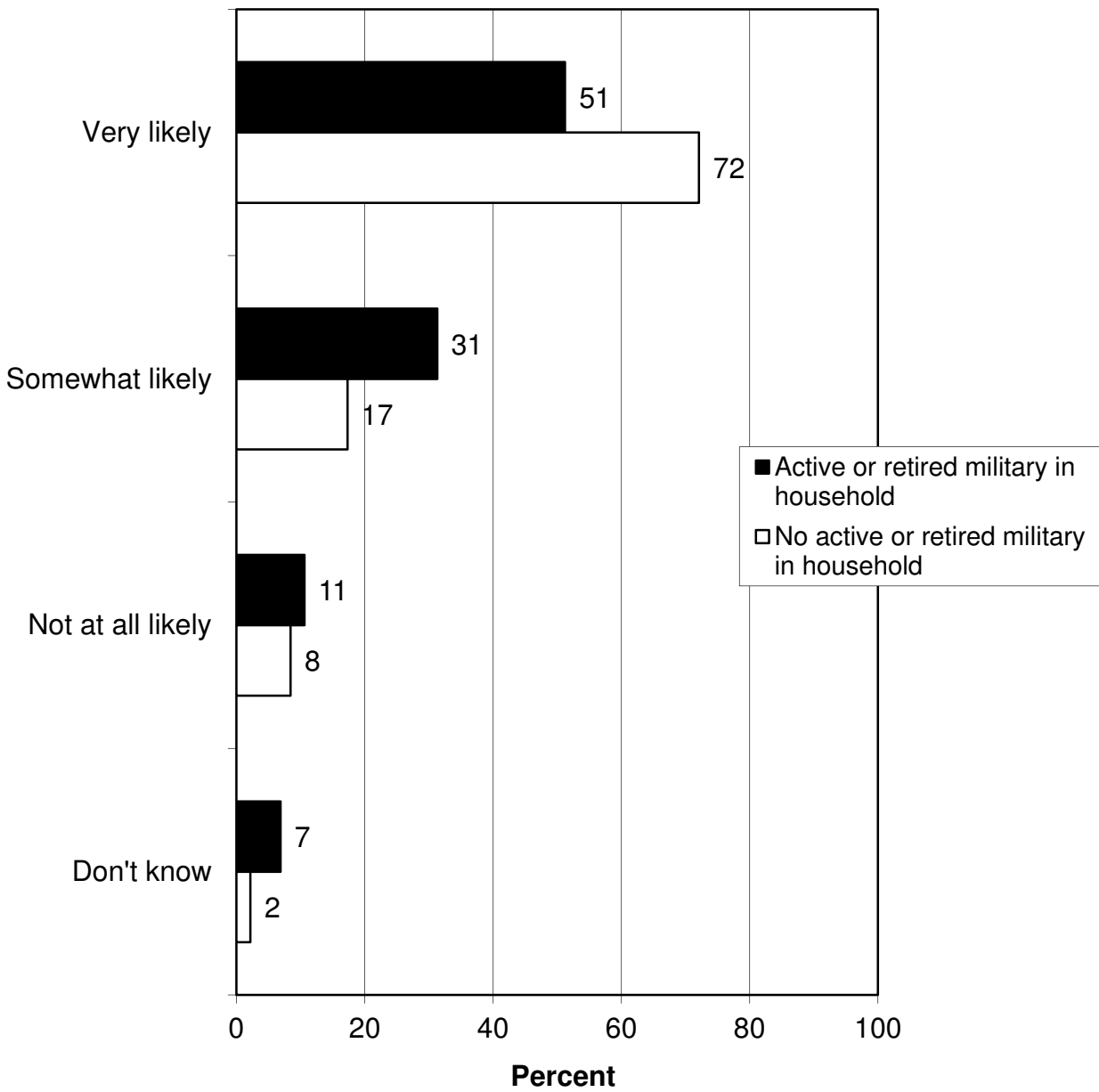
**Q87-Q89. Percent who rated the following poor
as a source of information about County
services, programs, and/or government affairs.**

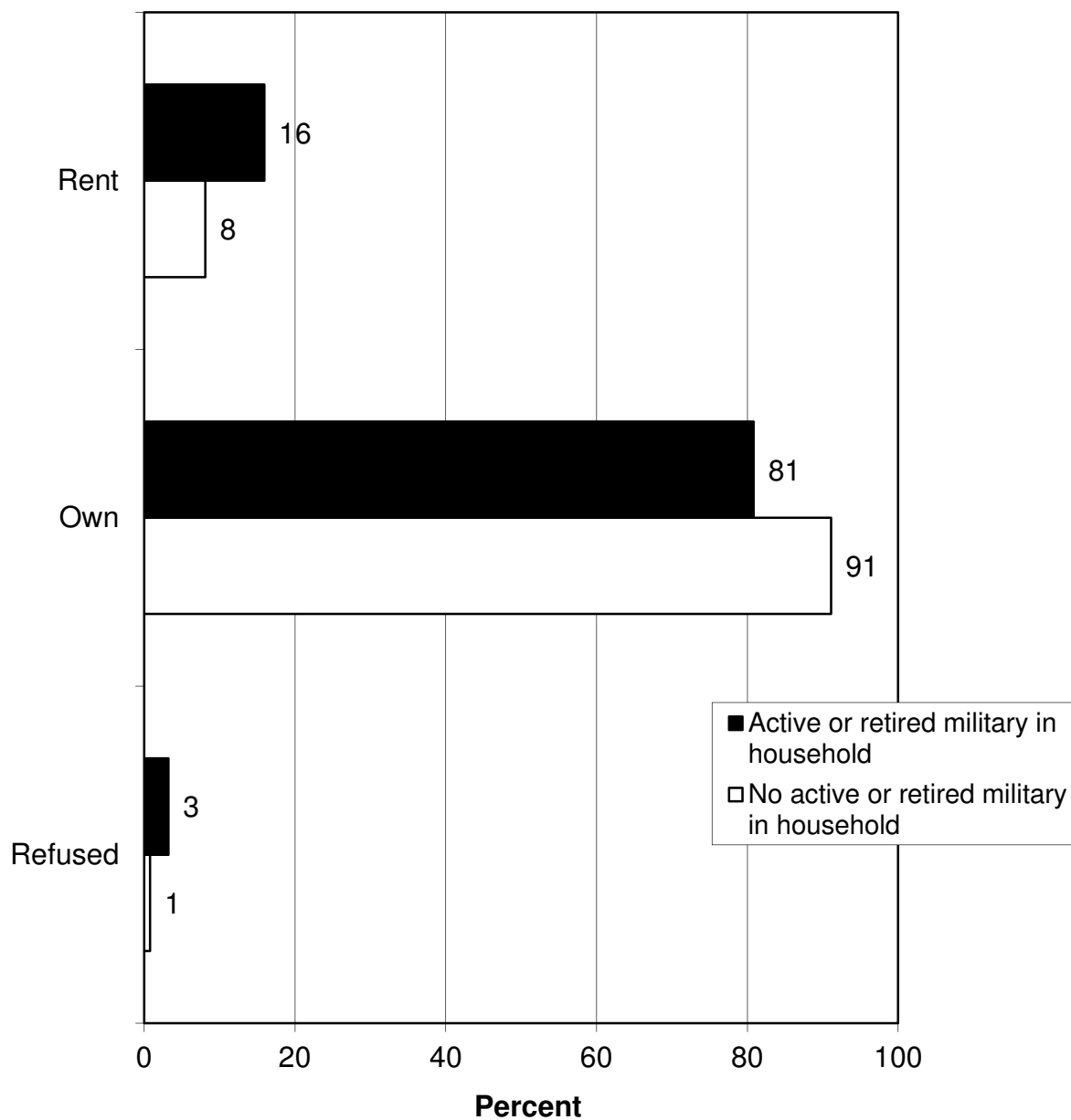


Q93. How many years have you lived in York County?

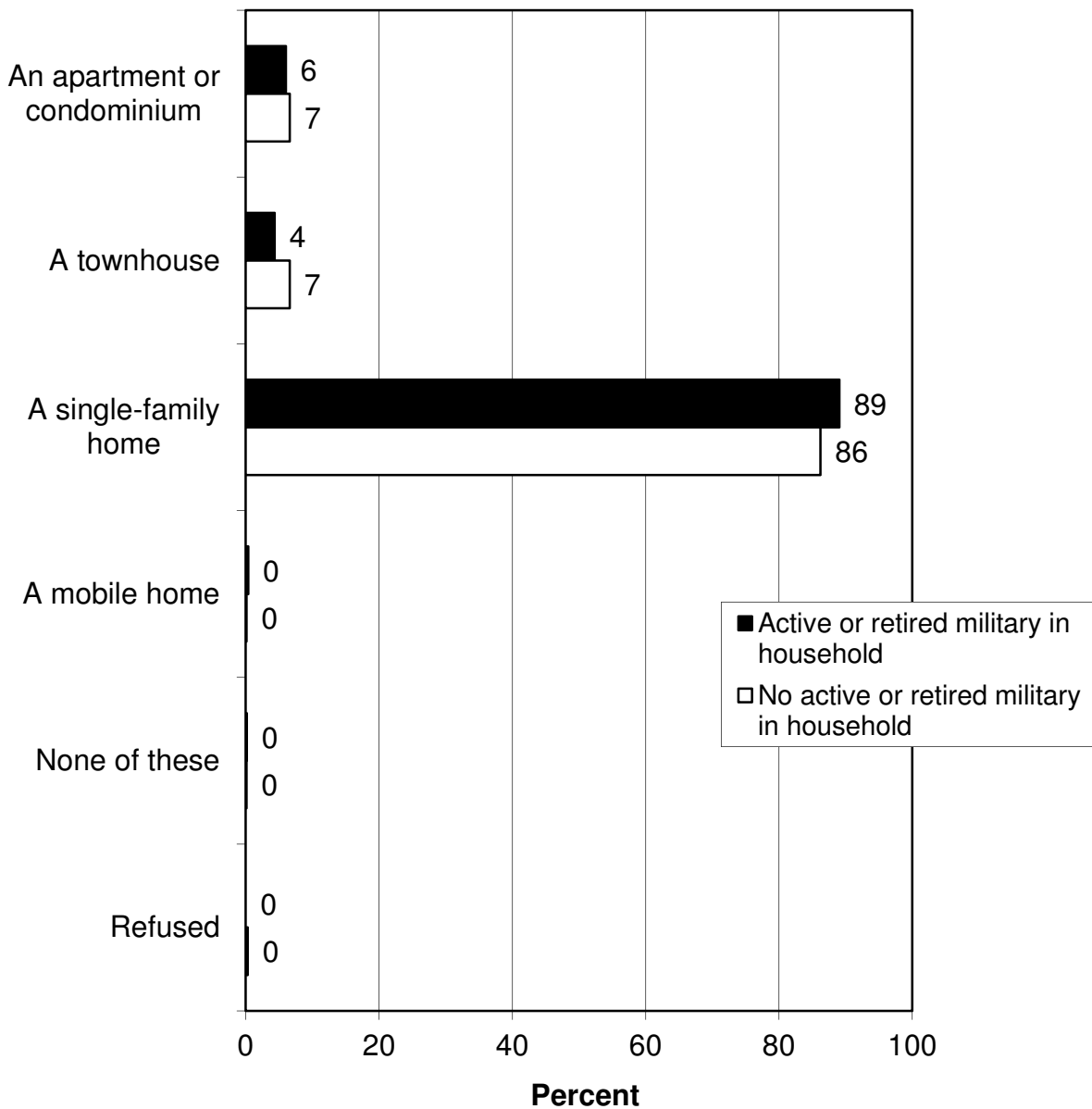


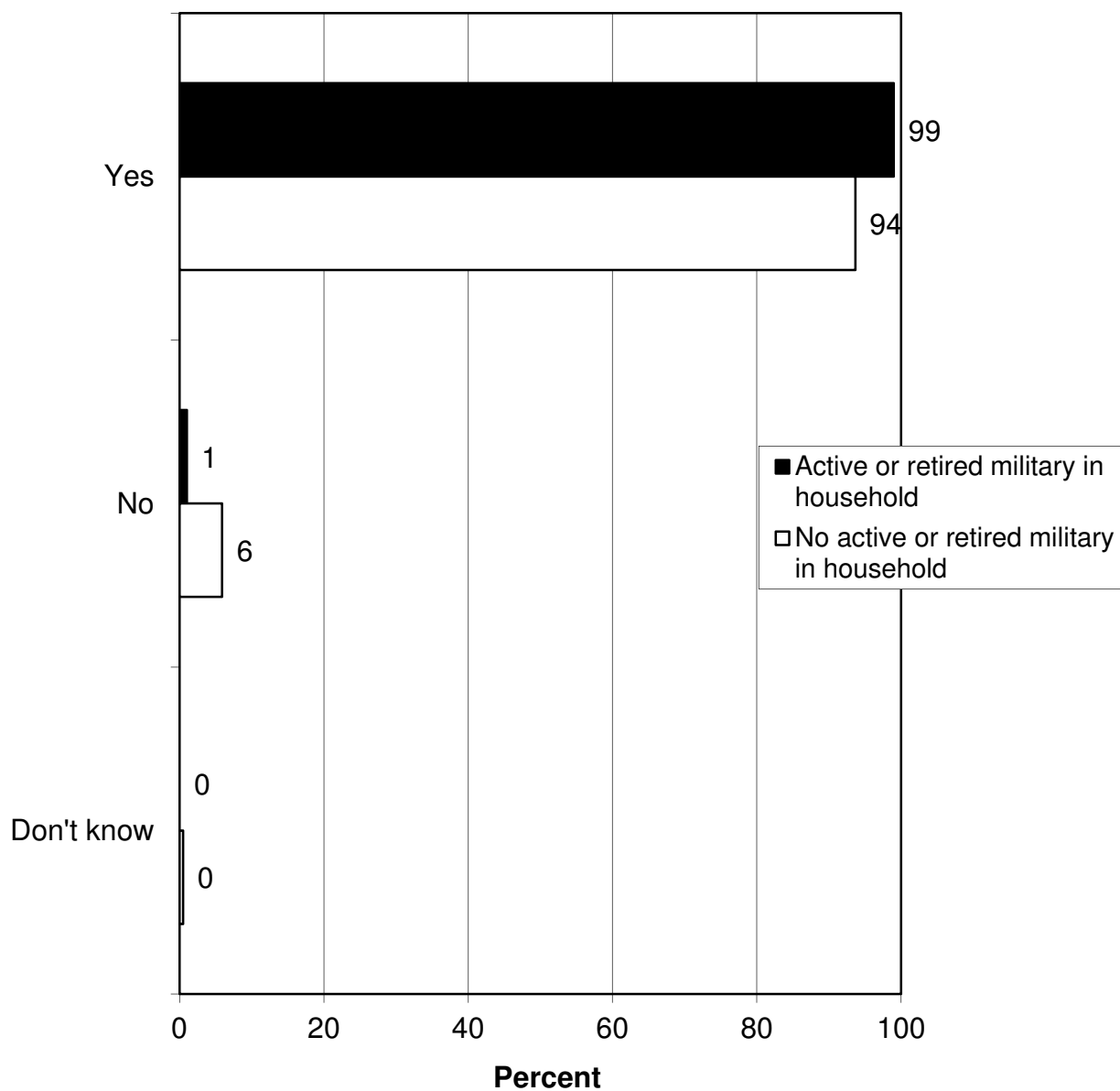
Q96. How likely are you to be living in York County 5 years from now?



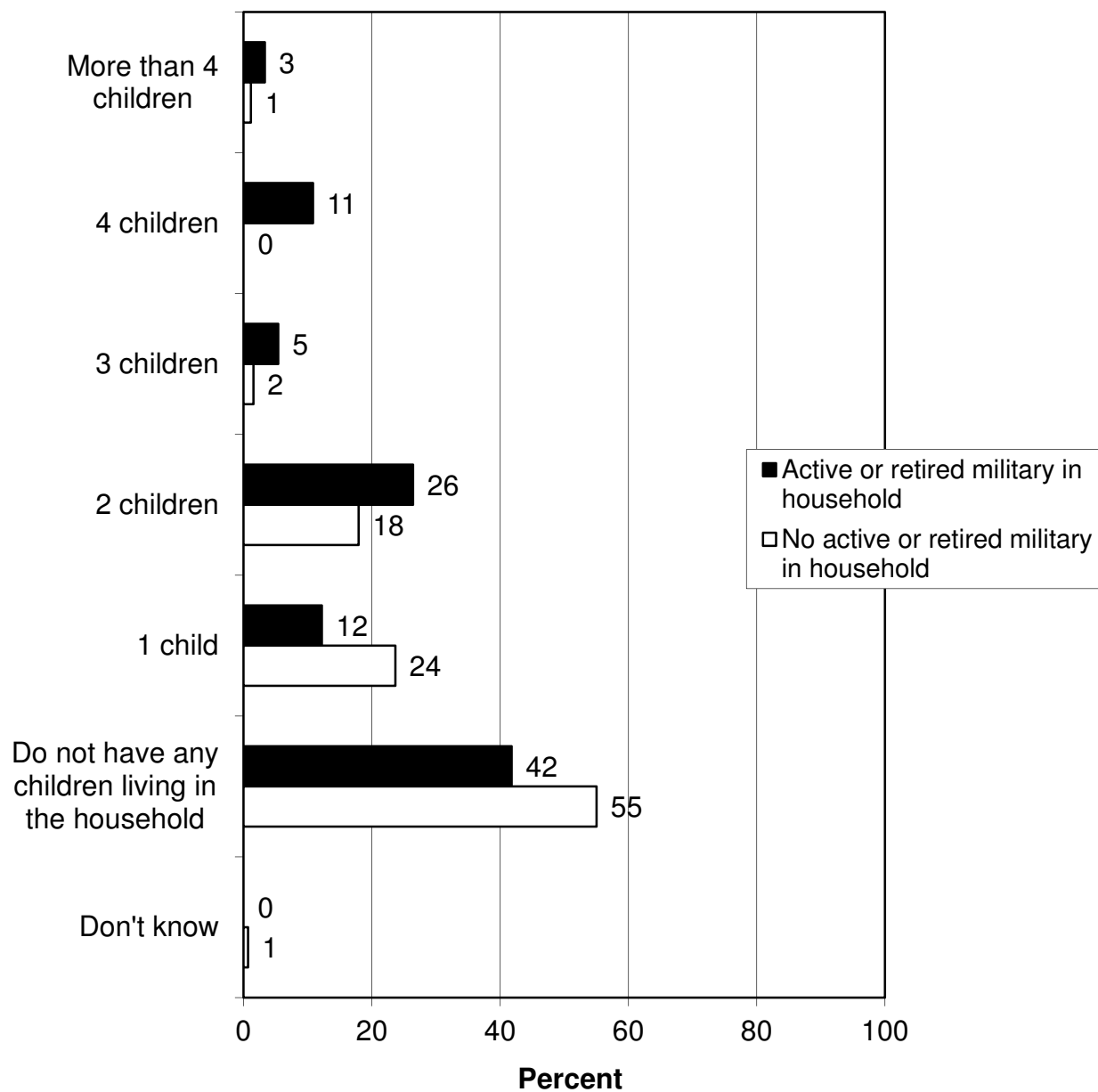
Q97. Do you rent or own your current place of residence?

Q98. Do you consider your place of residence to be an apartment or condominium, a townhouse, a single-family home, a mobile home, or none of these?

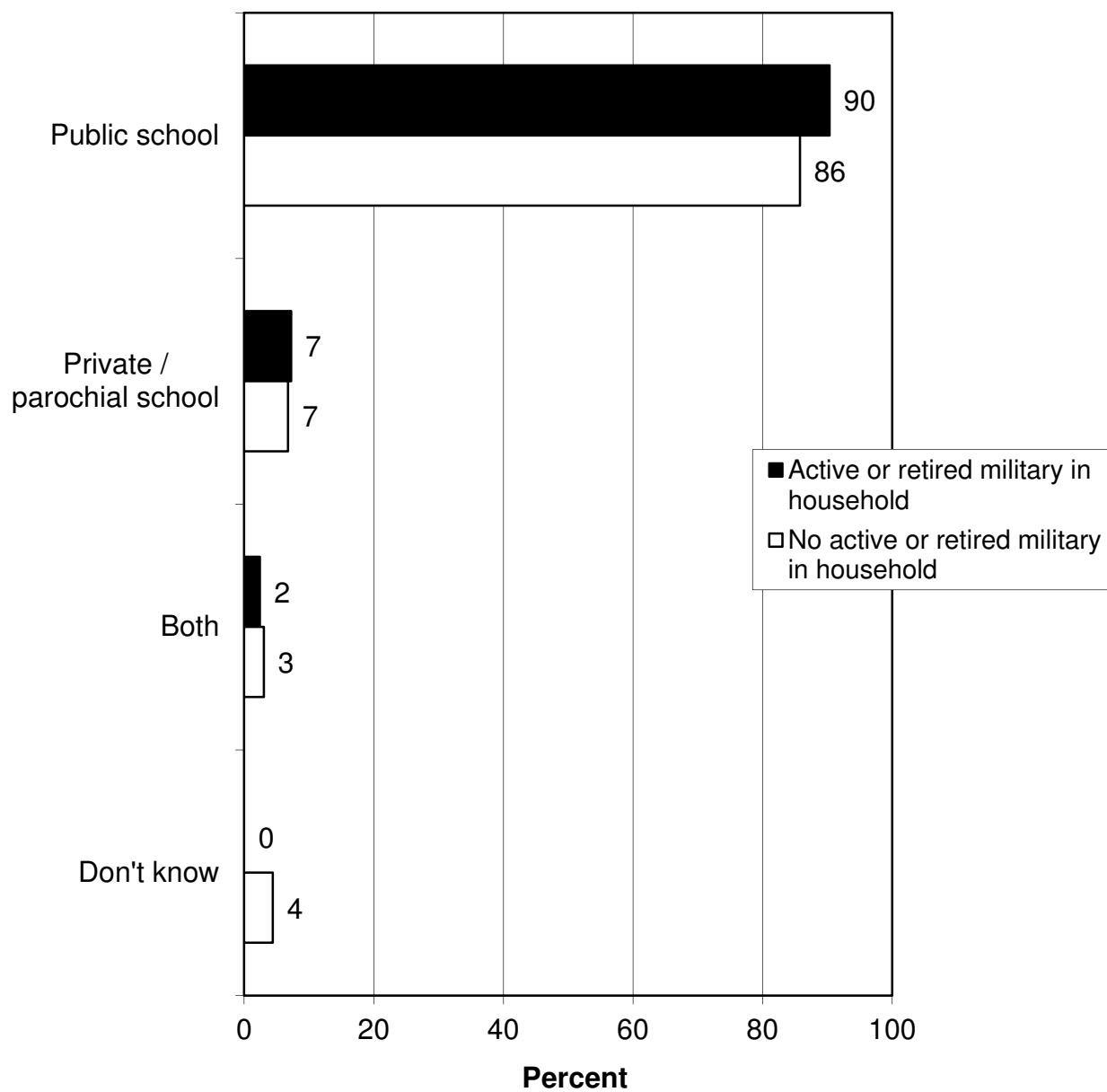


Q100. Do you have Internet access in your home?

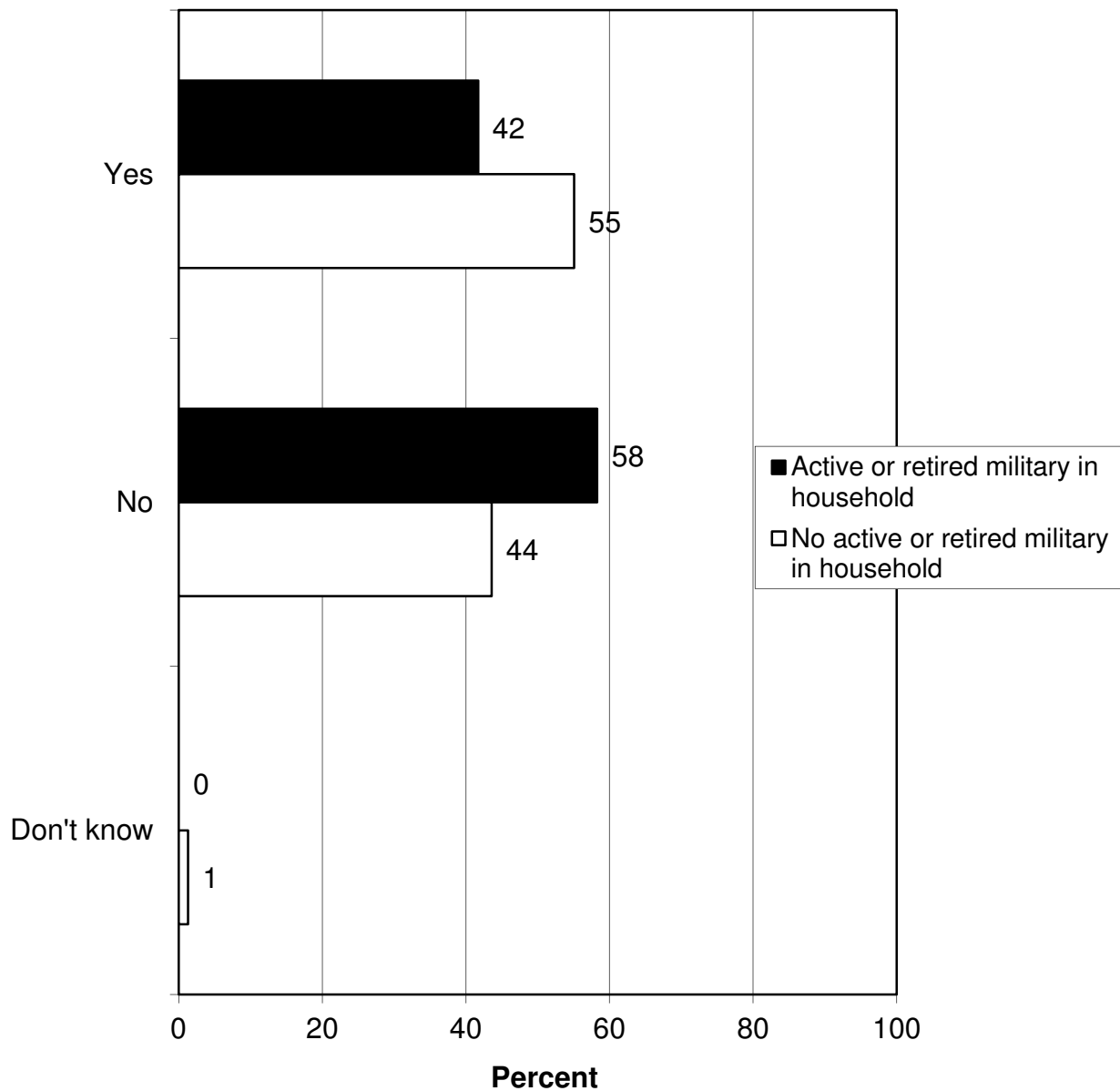
Q102. How many children, age 17 or younger, do you have living in your household?

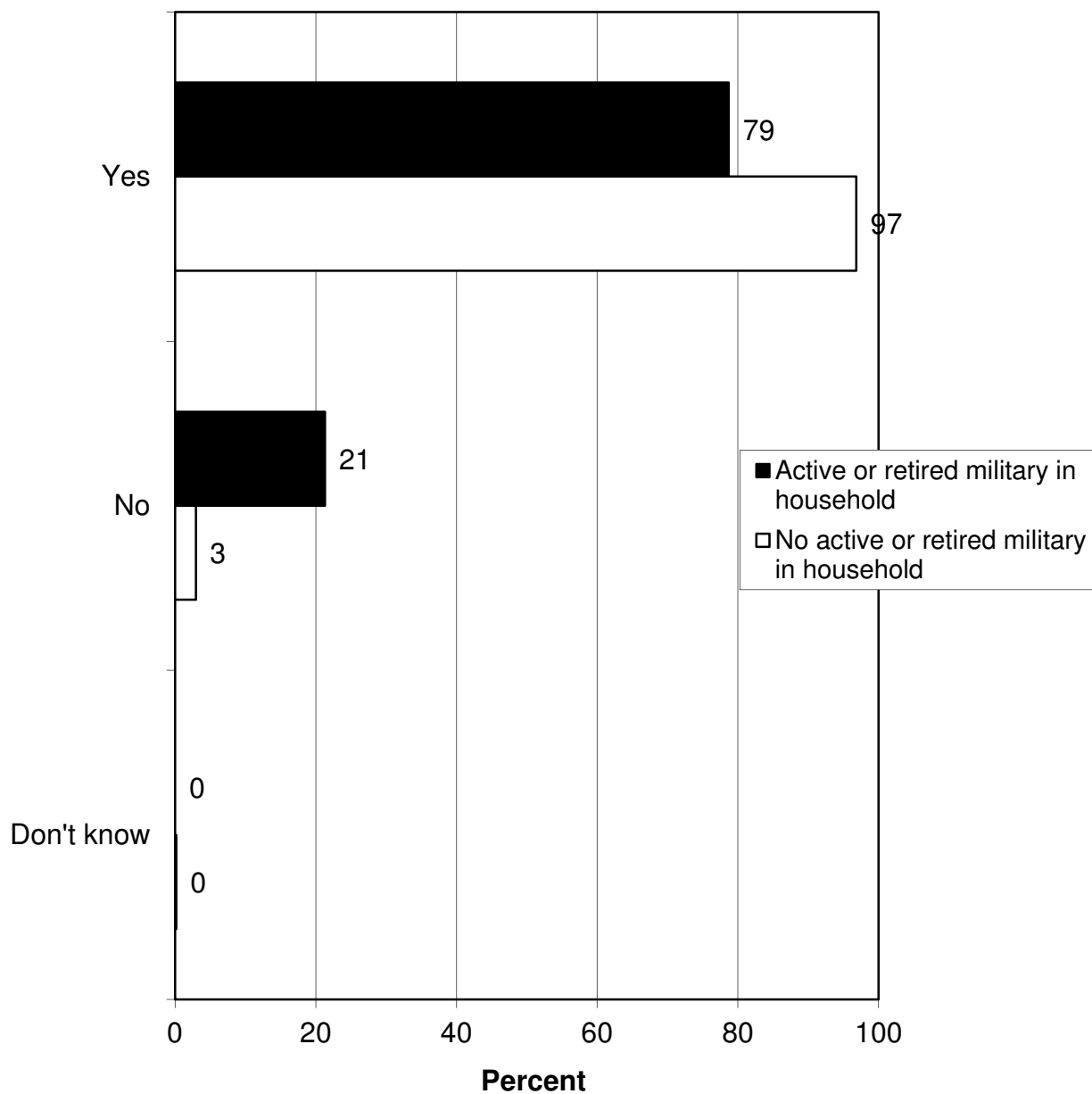


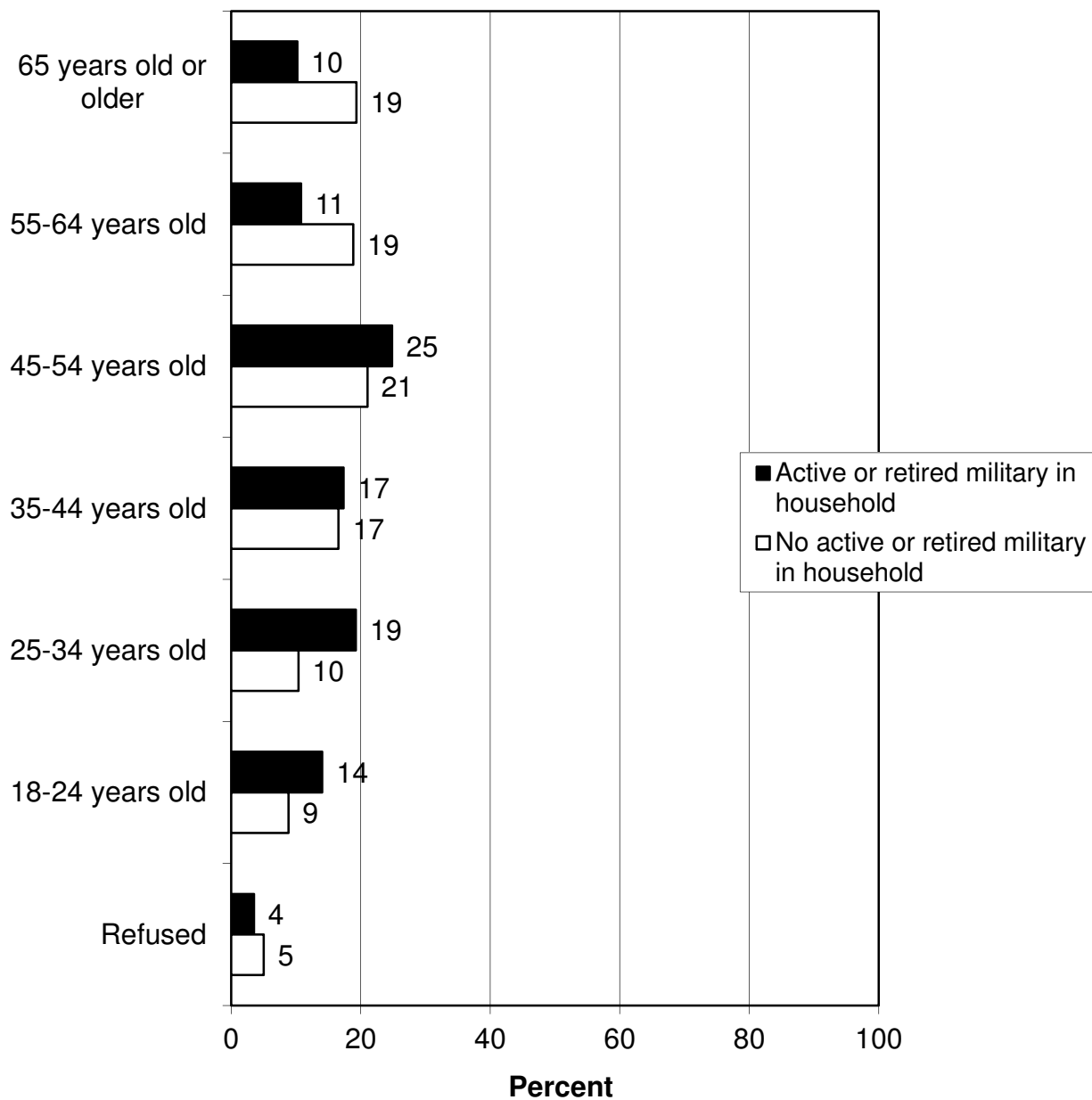
Q107. [Is/Are] the [child/children] living in your household currently attending public school or private / parochial school in York County?

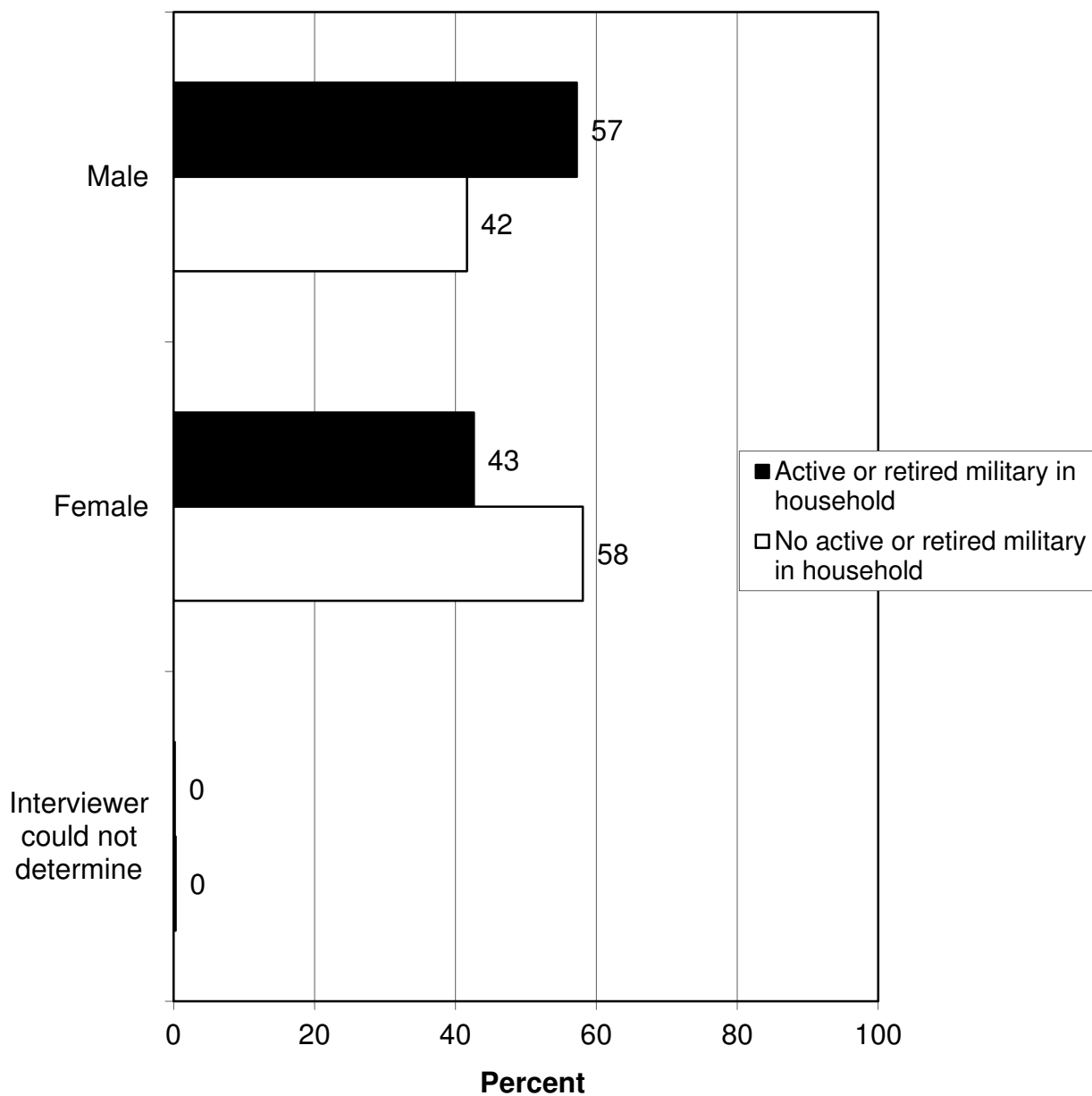


Q108. [Has/Have] the [child/children] living in your household participated in any youth recreation programs or leagues in York County in the past 12 months?



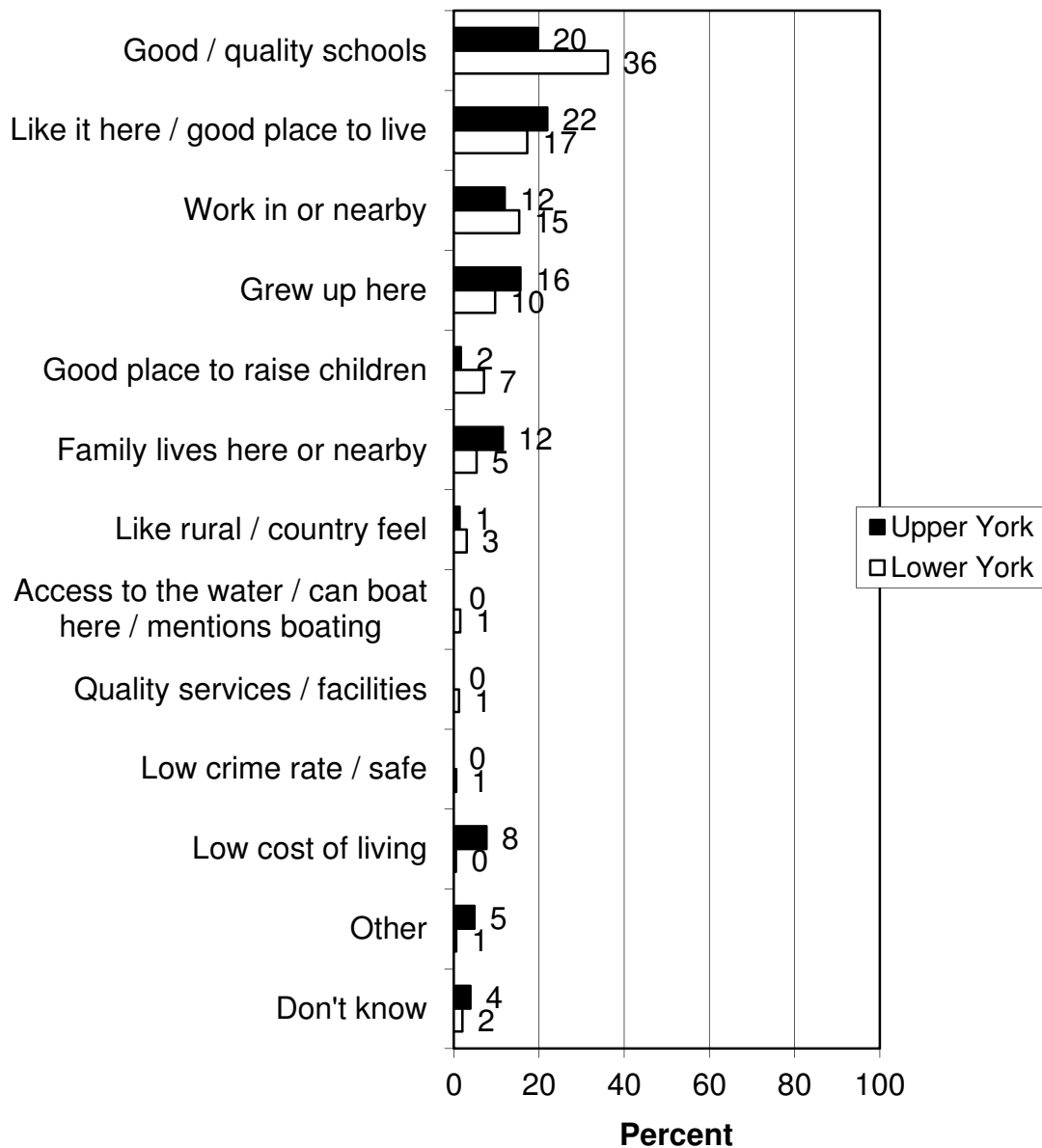
Q109. Are you currently registered to vote in York County?

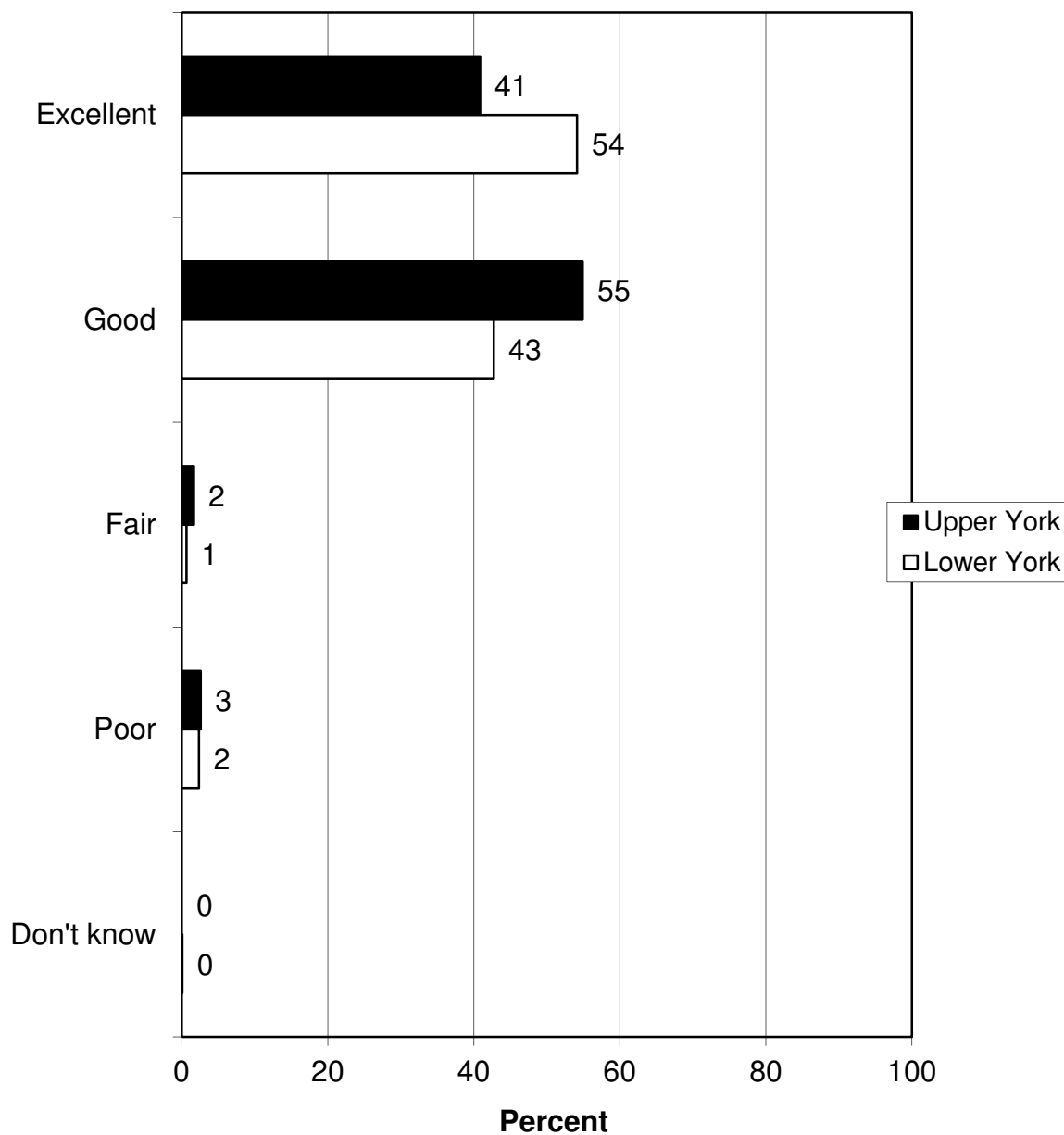
Q114. Respondent's age.

Q121. Respondent's gender. (Observed; not asked by interviewer.)

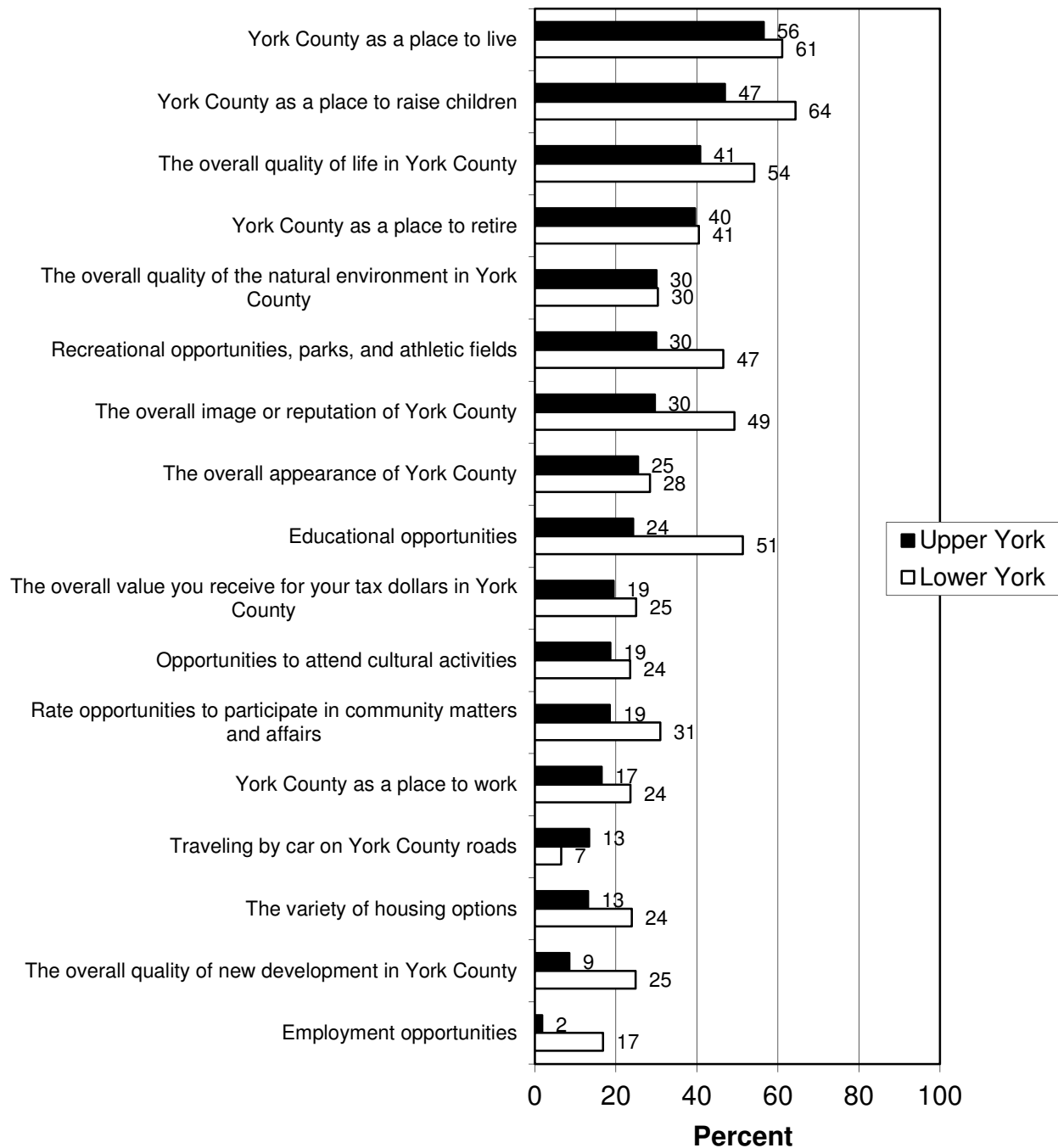
APPENDIX F: CROSSTABULATIONS BY UPPER COUNTY/ LOWER COUNTY

**Q14. First, what is the single main reason you
live in York County?**

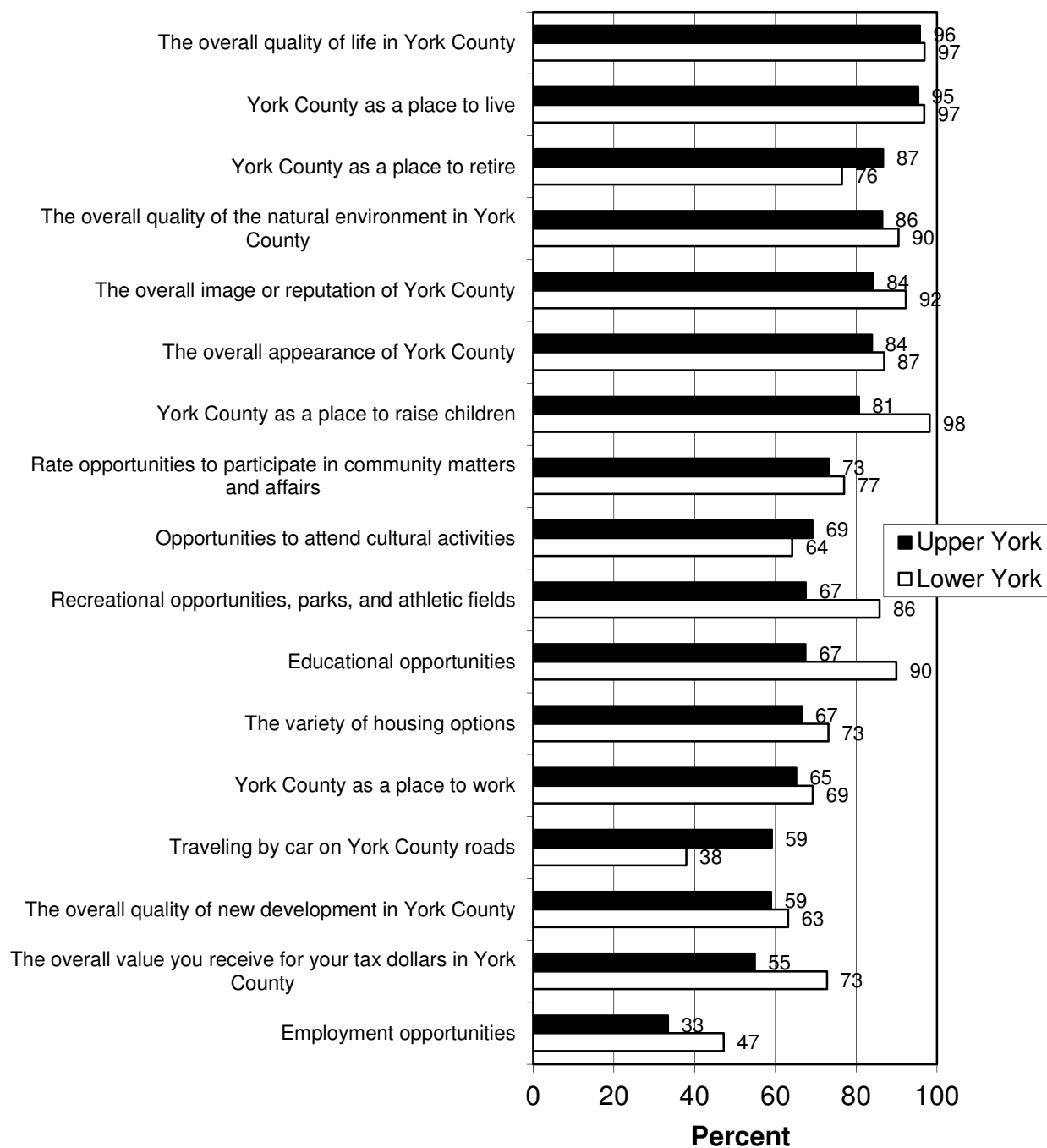


Q17. How would you rate the overall quality of life in York County?

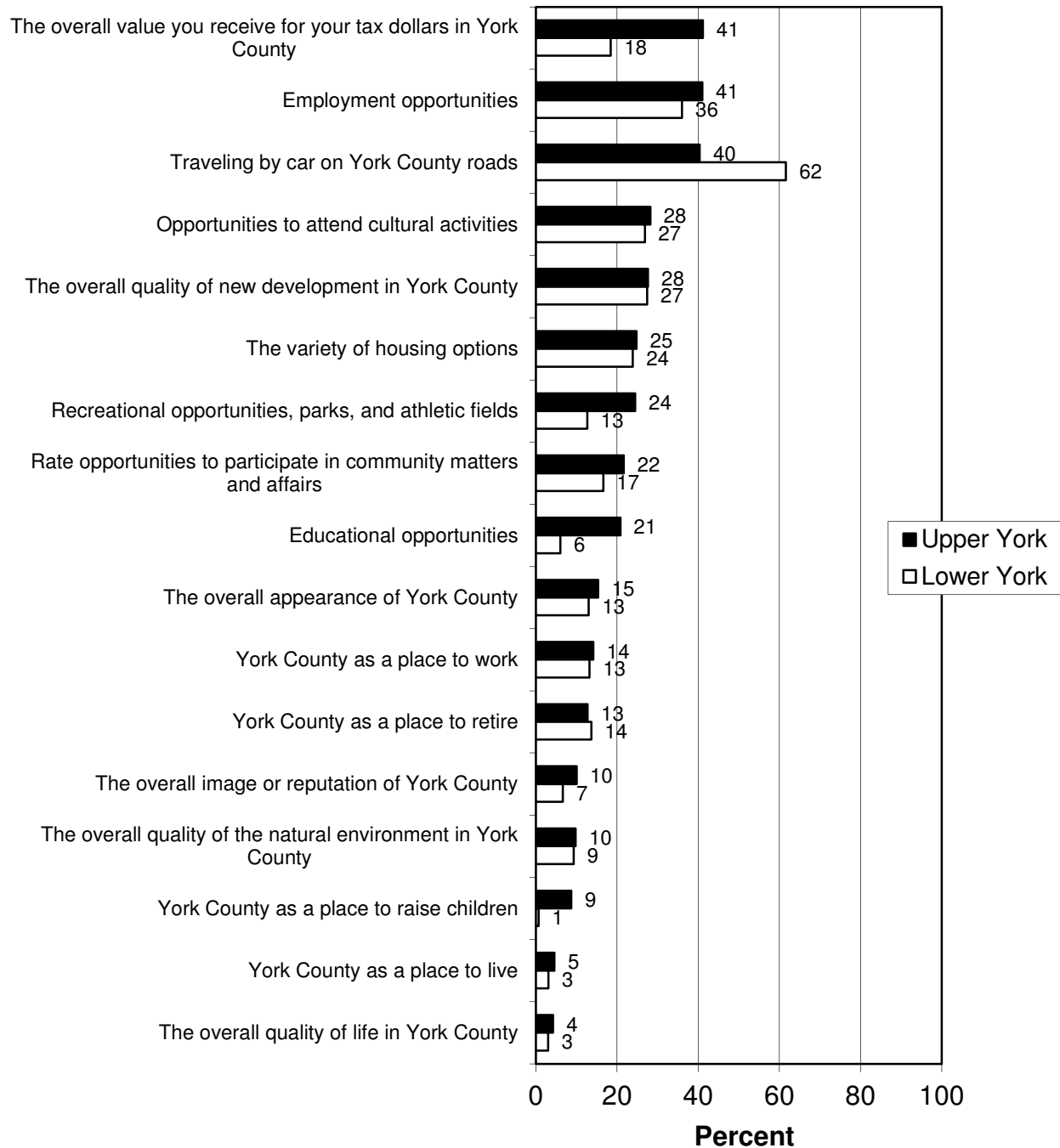
Q17-Q34. Percent who rated the following in York county as excellent.



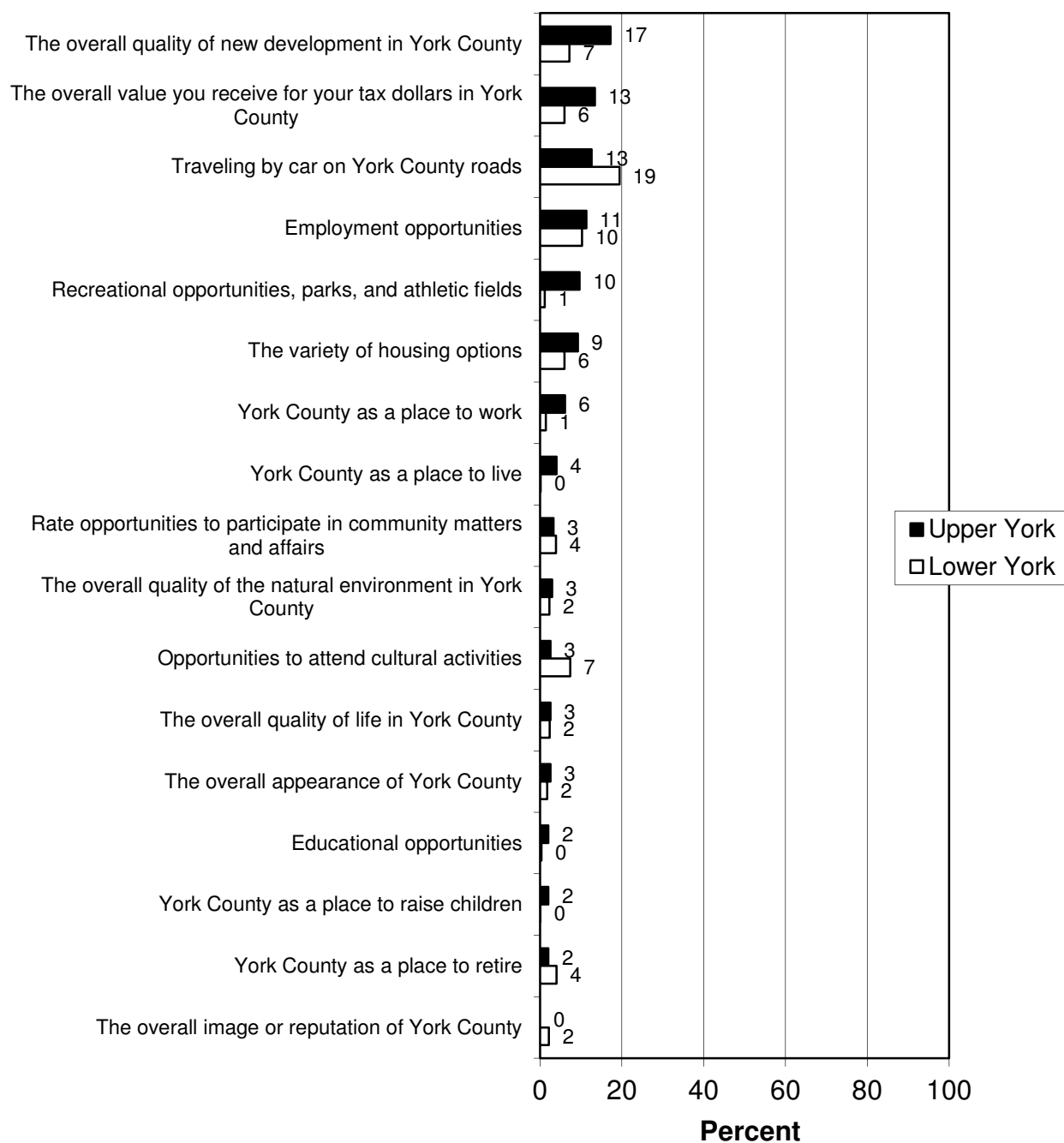
Q17-Q34. Percent who rated the following in York county as excellent or good.



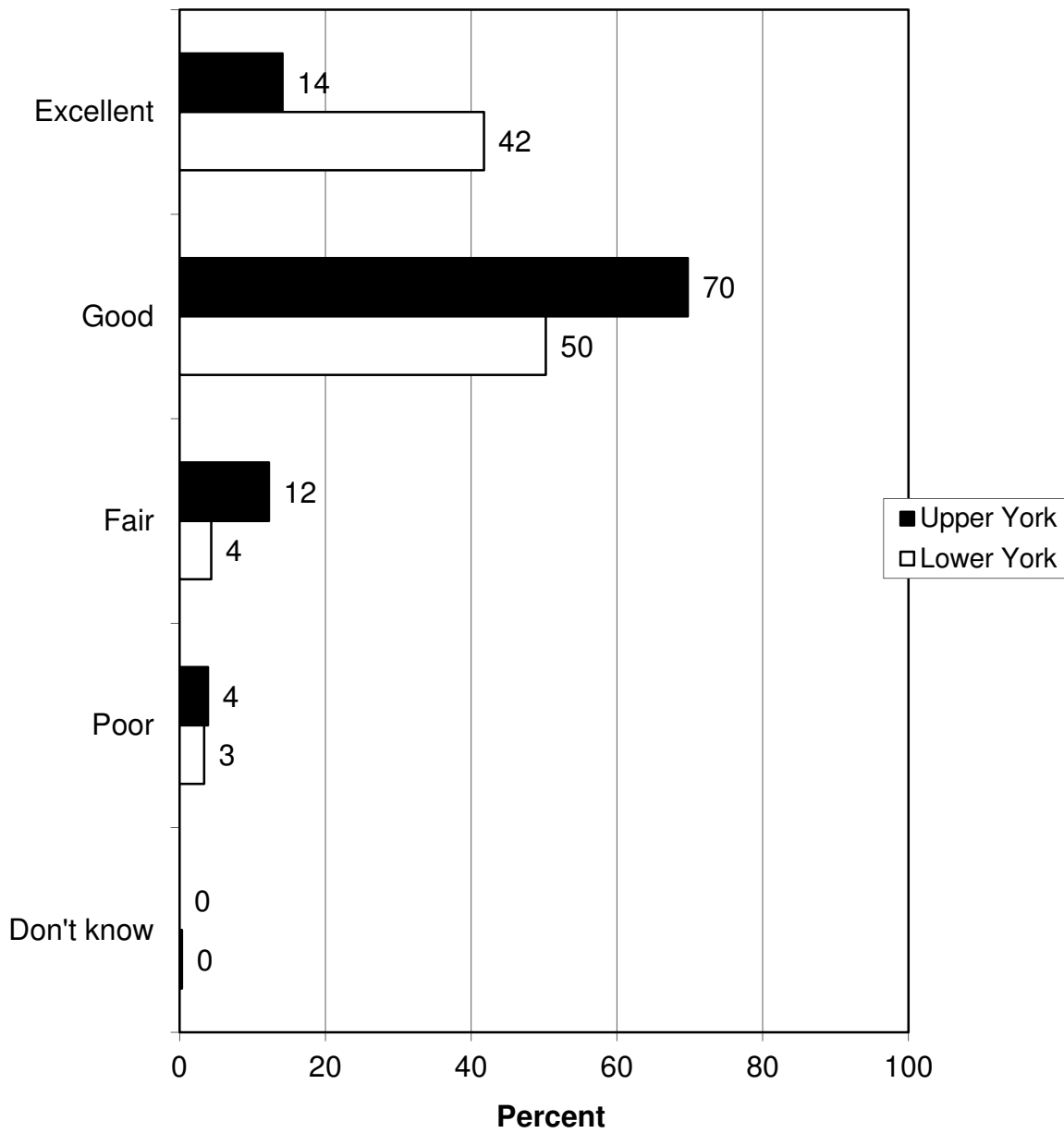
Q17-Q34. Percent who rated the following in York county as fair or poor.



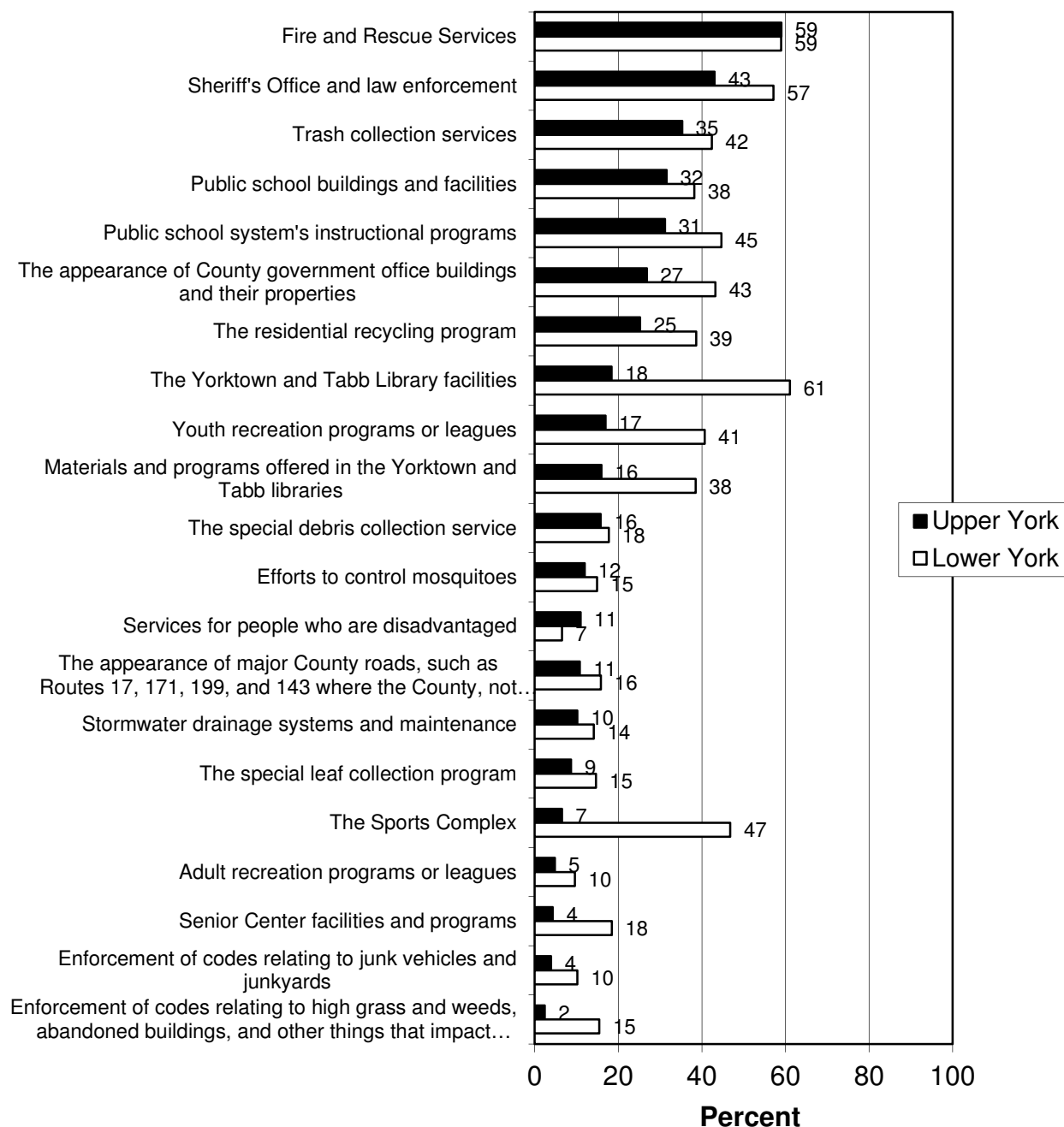
Q17-Q34. Percent who rated the following in York county as poor.



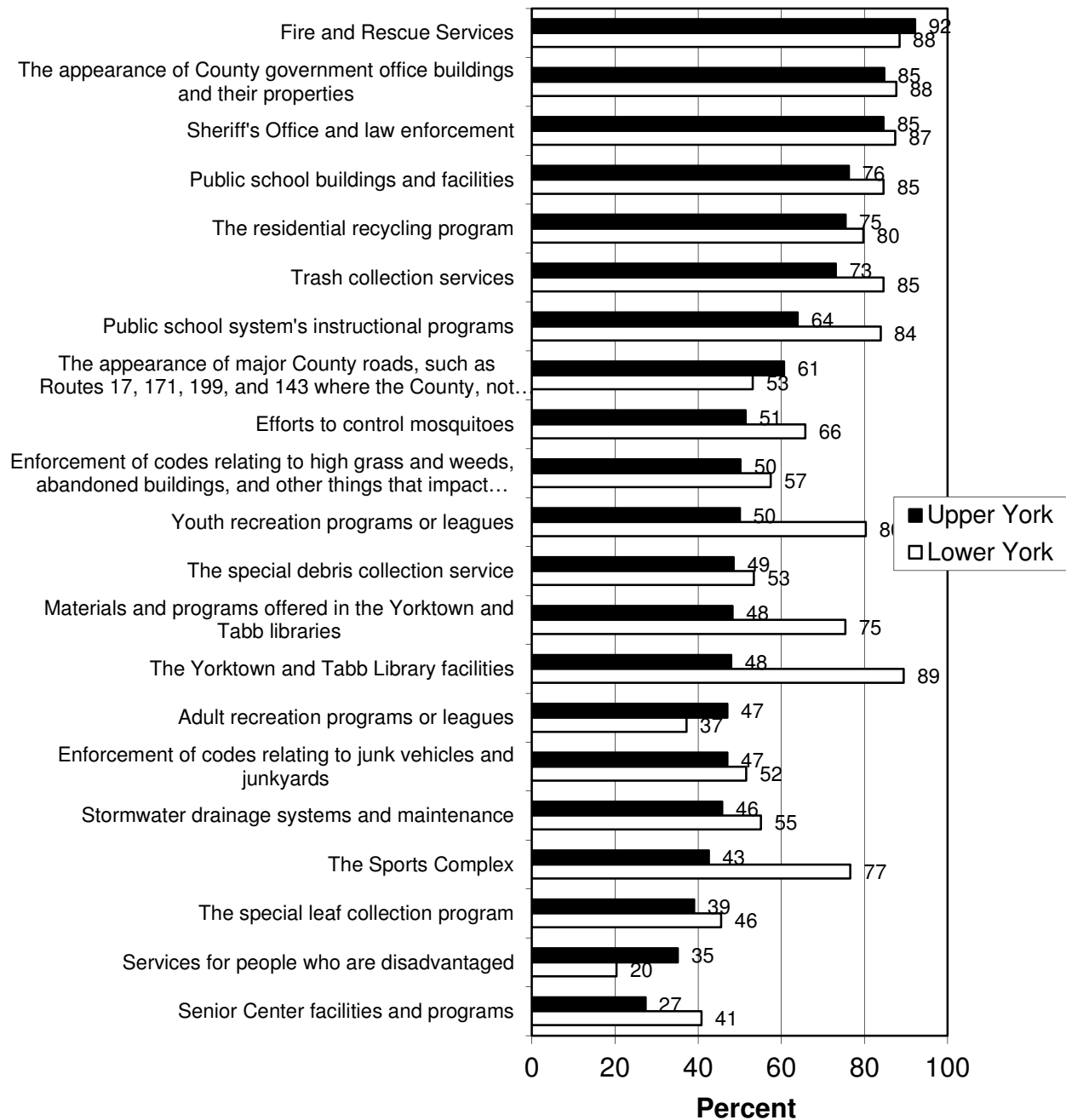
Q35. Overall, how would you rate the services provided by York County?



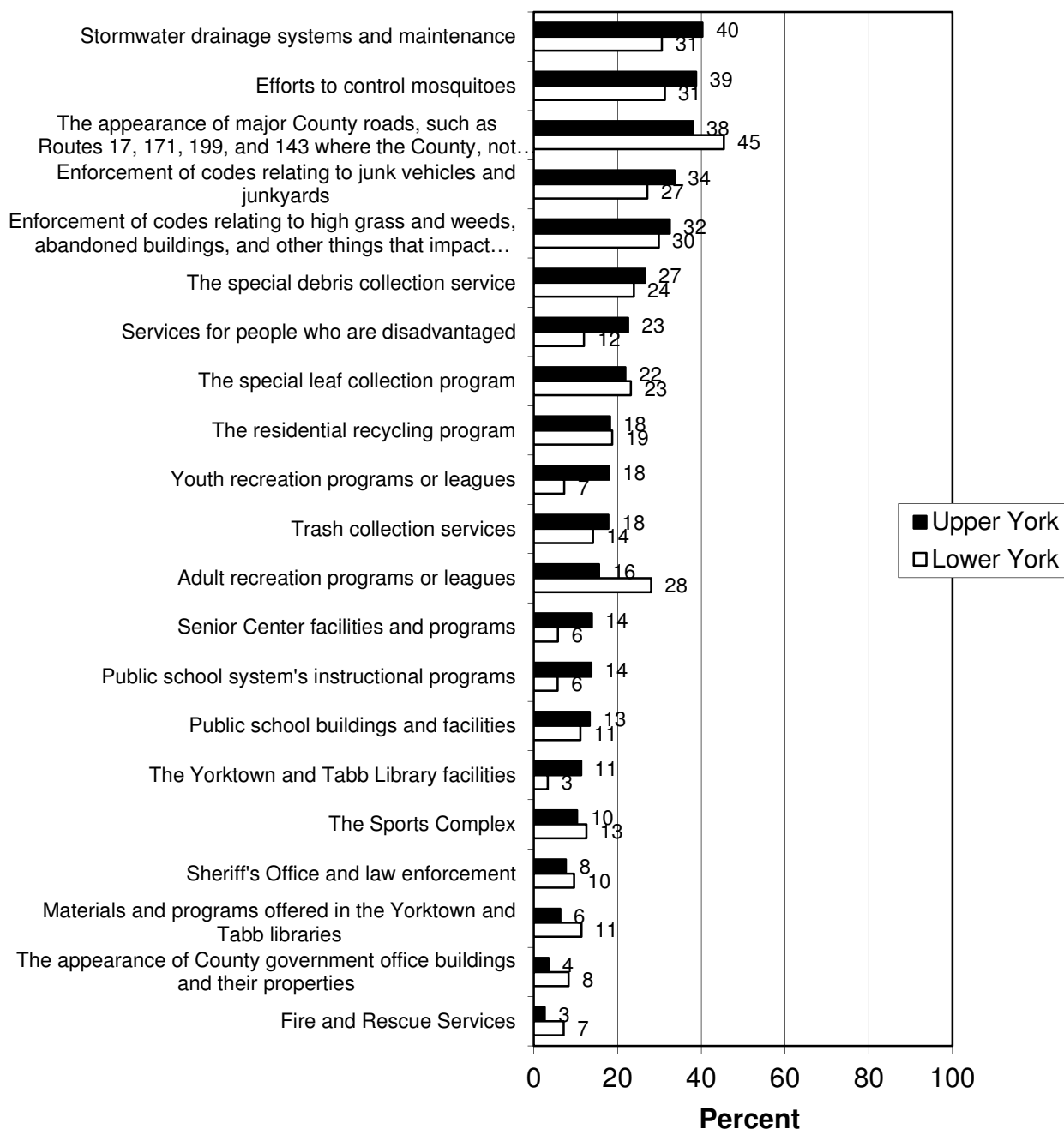
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as excellent.



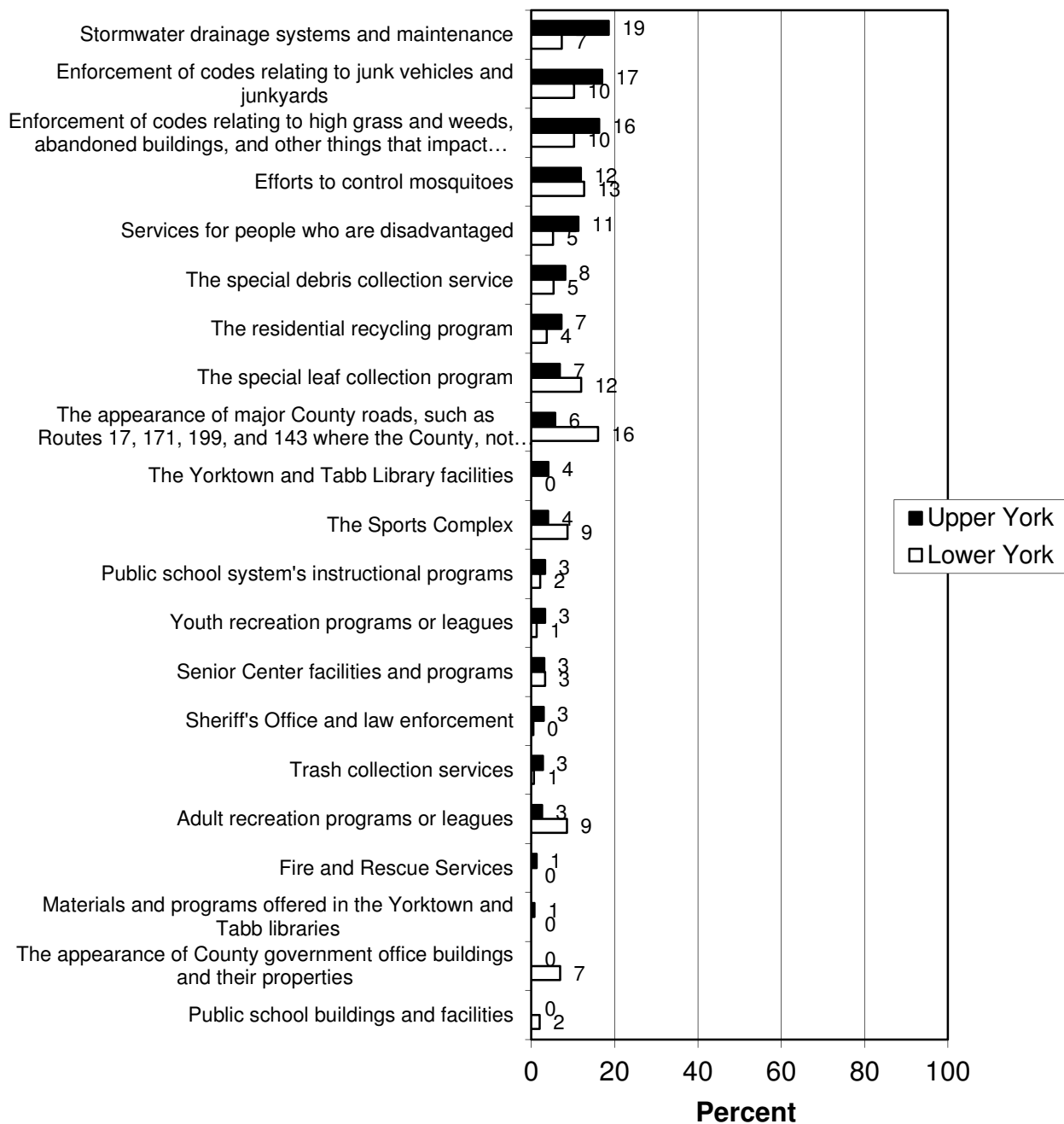
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as excellent or good.



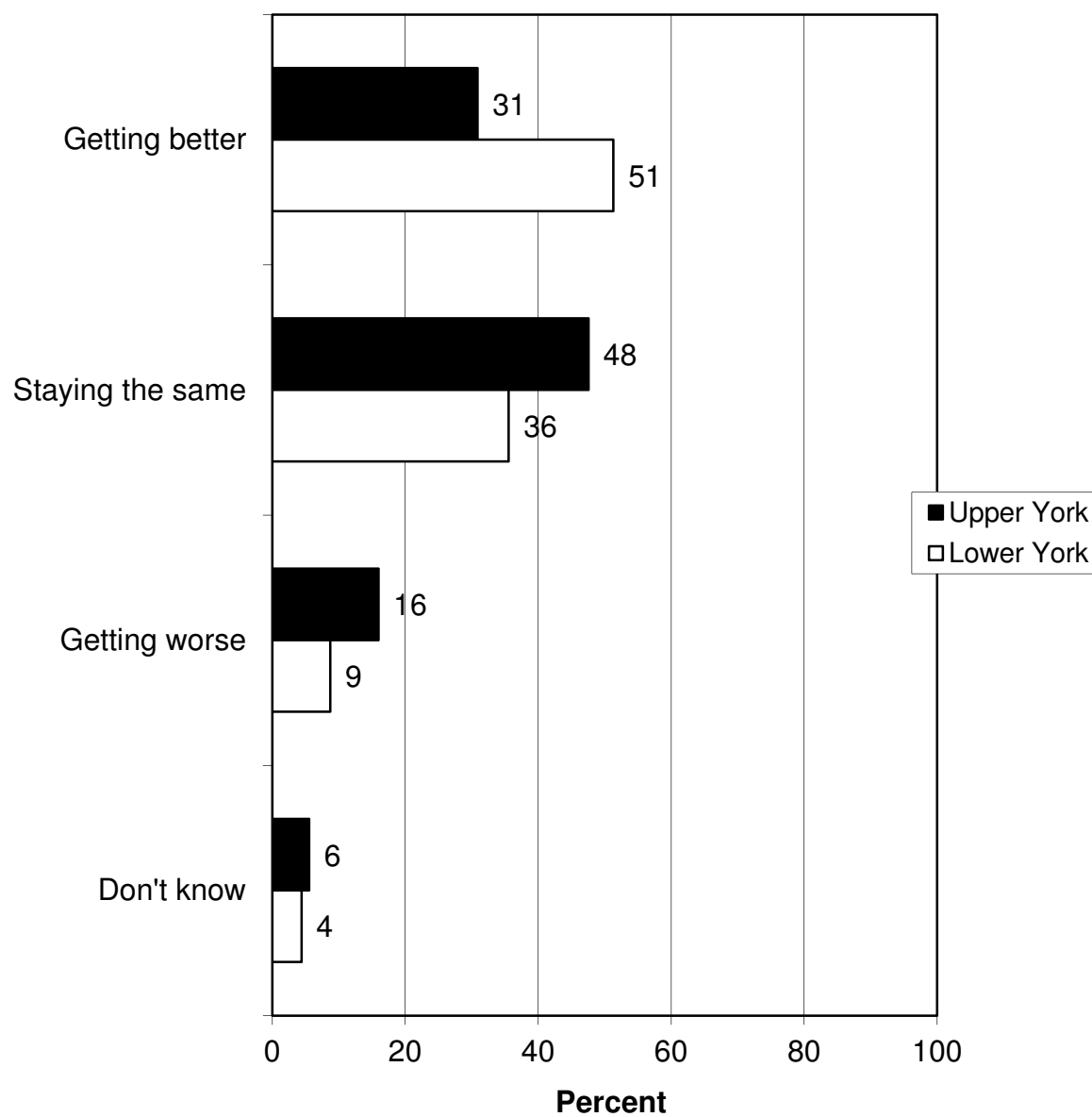
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as fair or poor.



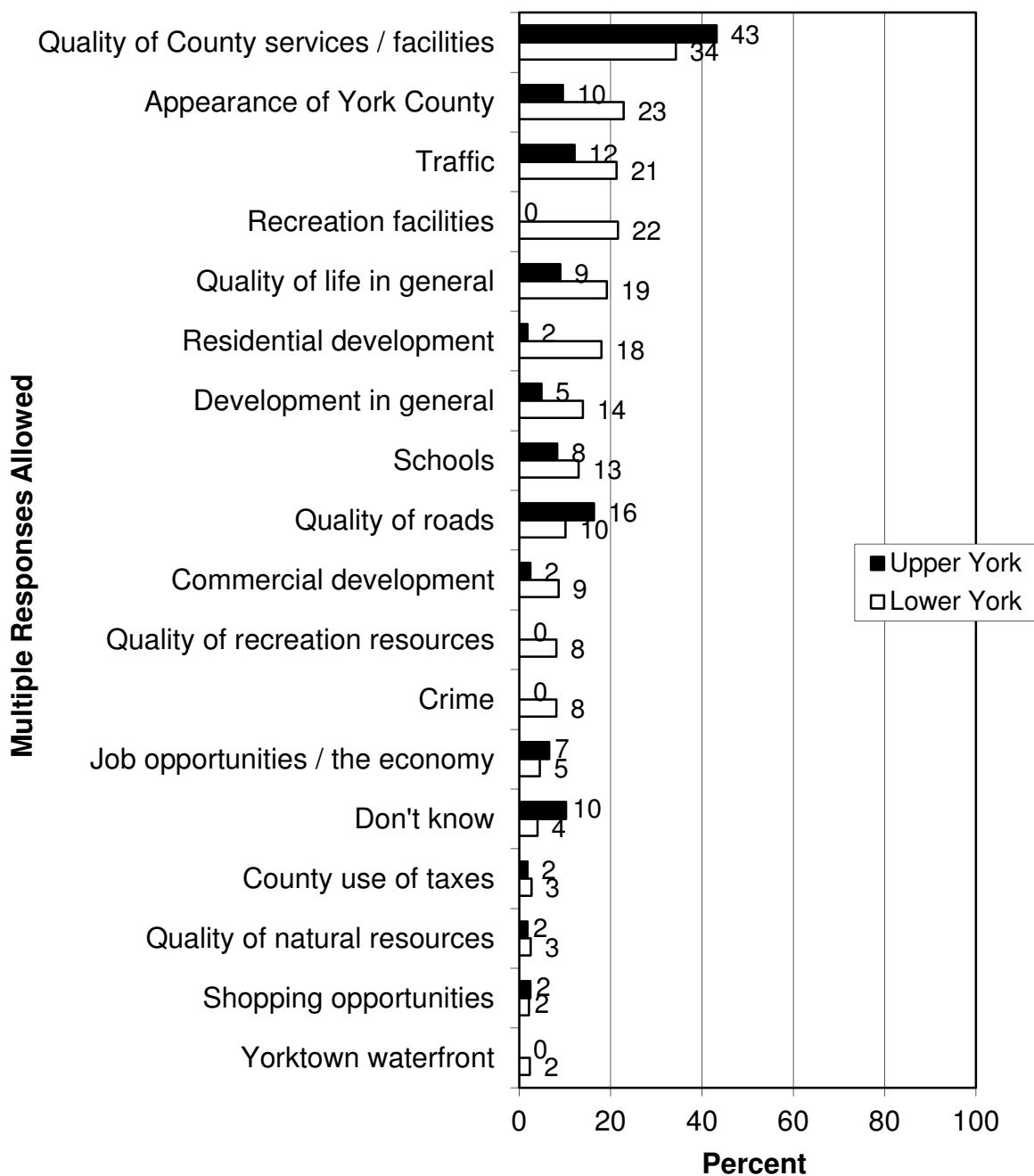
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as poor.



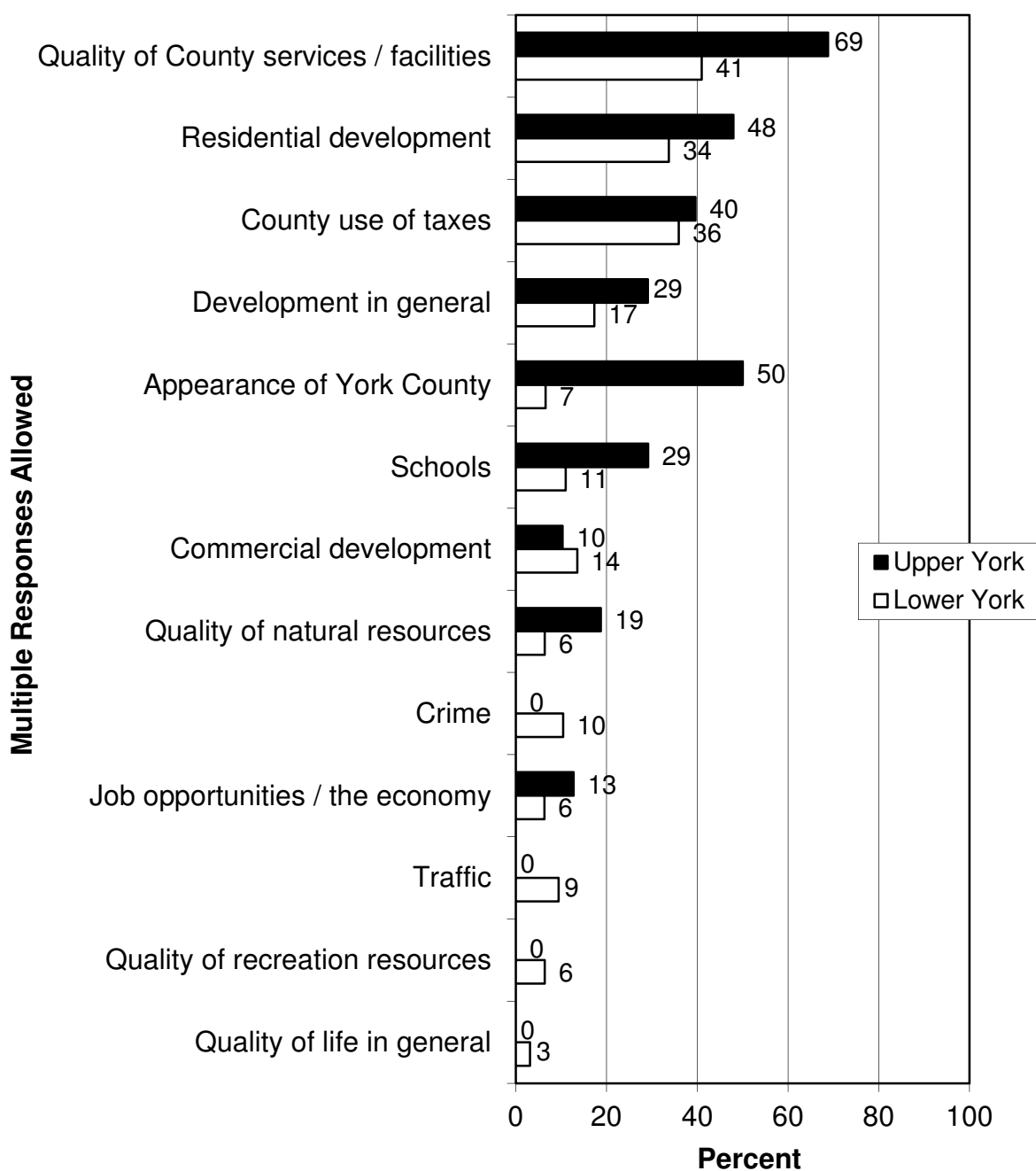
Q59. In general, do you think York County is getting better, staying the same, or getting worse?



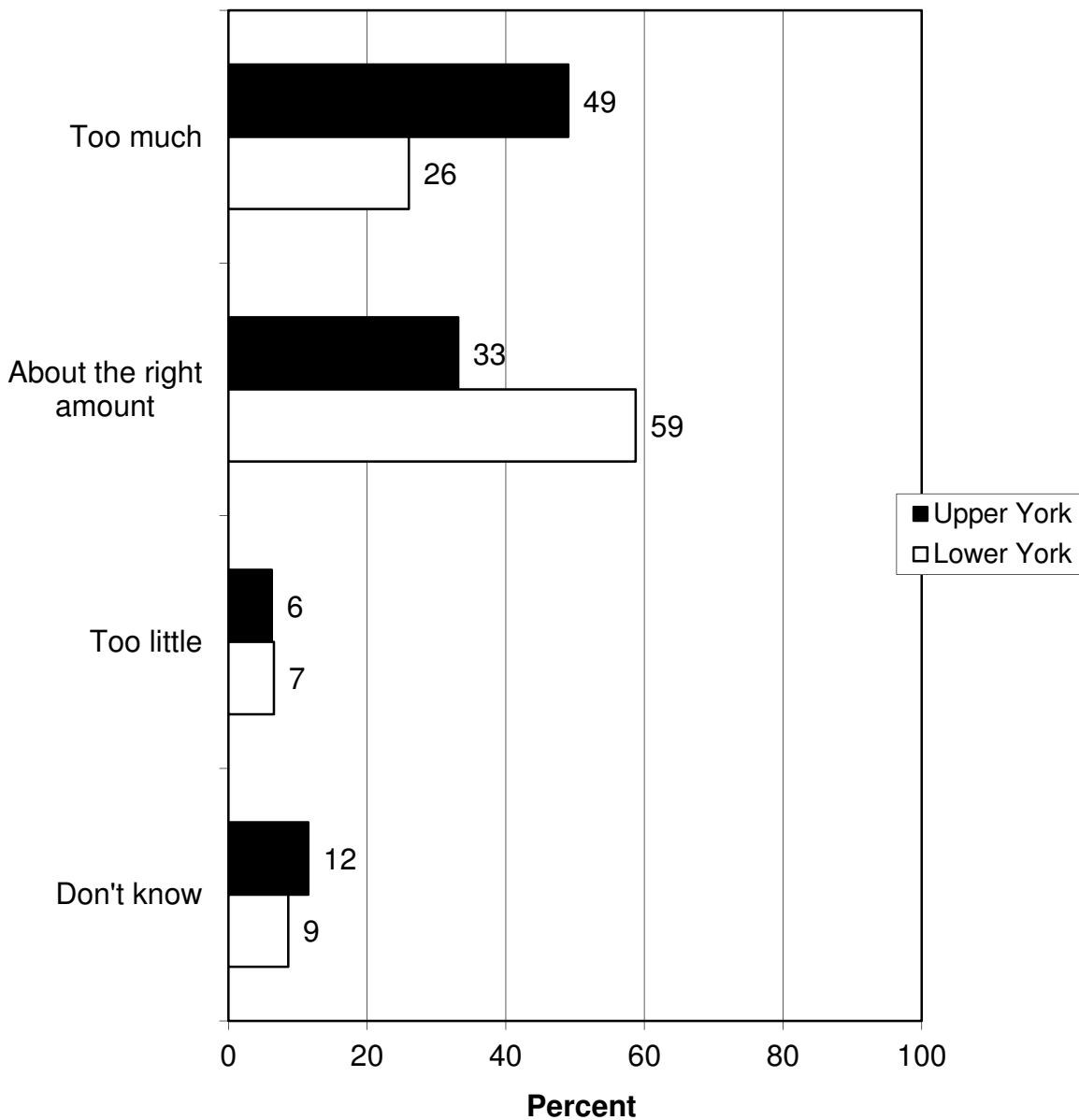
Q62. Specifically, what do you think has gotten better? (Asked of those who think York County is getting better in general.)



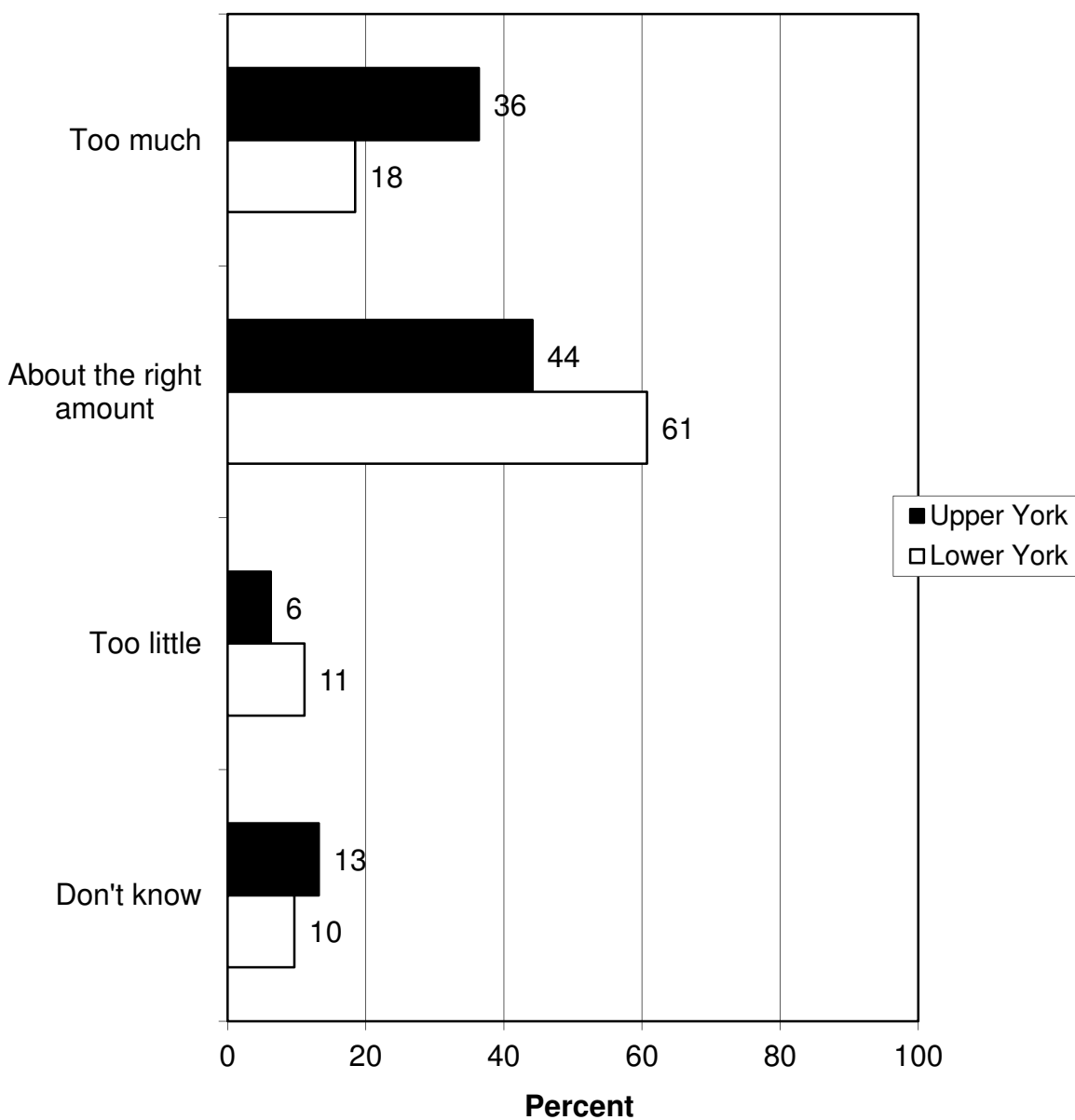
Q66. Specifically, what do you think has gotten worse? (Asked of those who think York County is getting worse in general.)



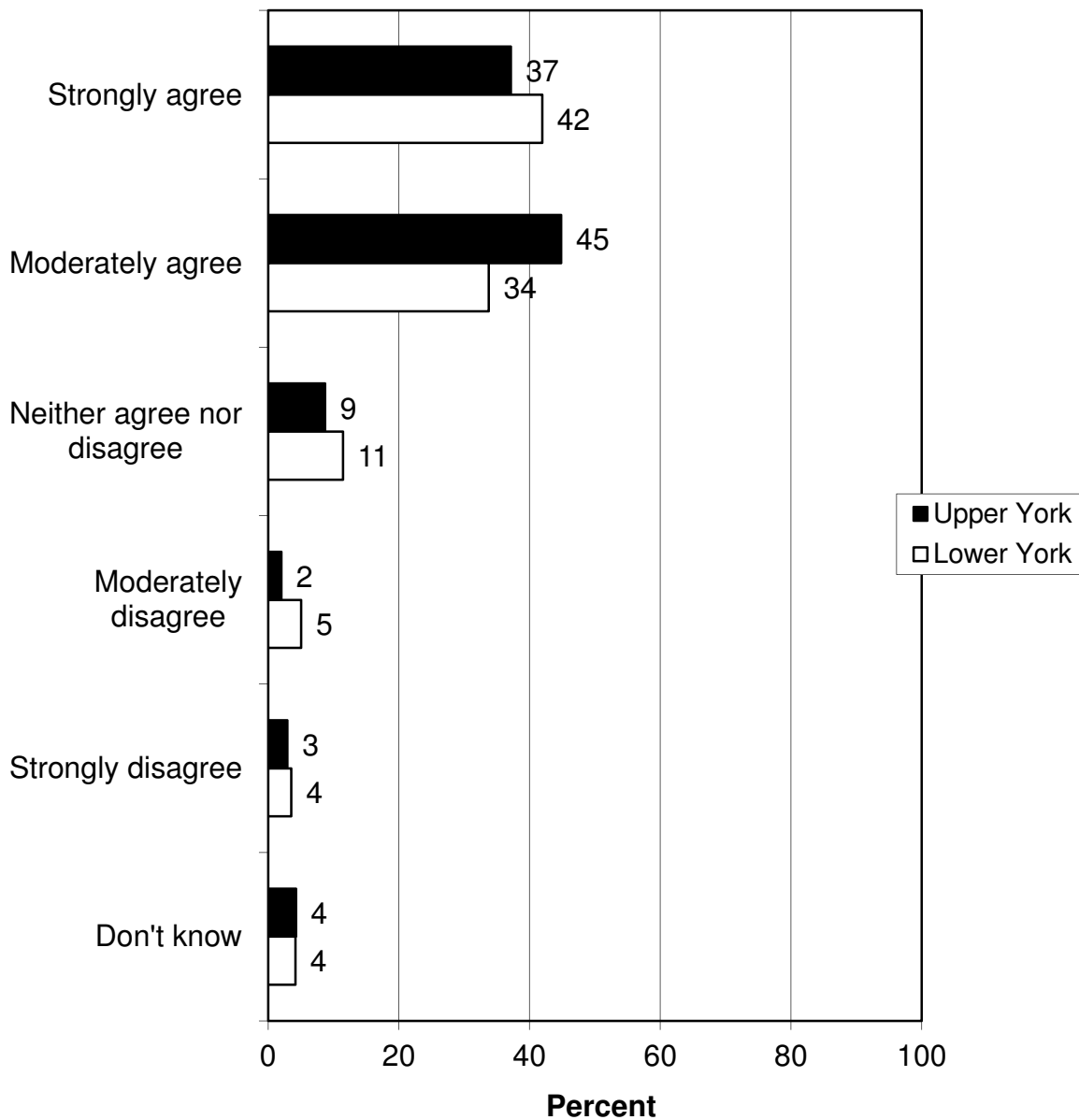
Q68. In your opinion, was the amount of new residential construction in York County in the past 5 years too much, about the right amount, or too little?



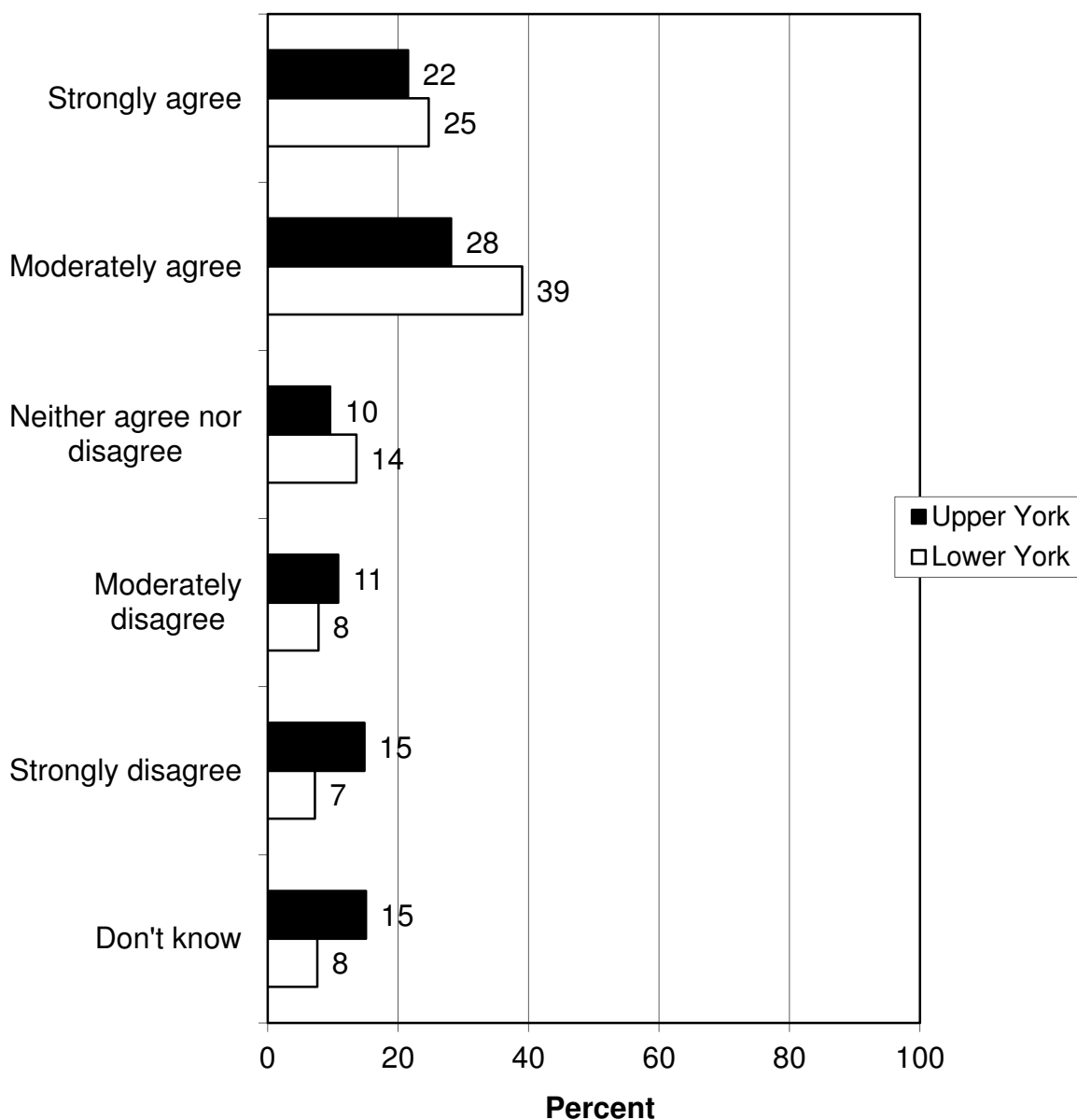
Q69. In your opinion, was the amount of new commercial construction in York County in the past 5 years too much, about the right amount, or too little?



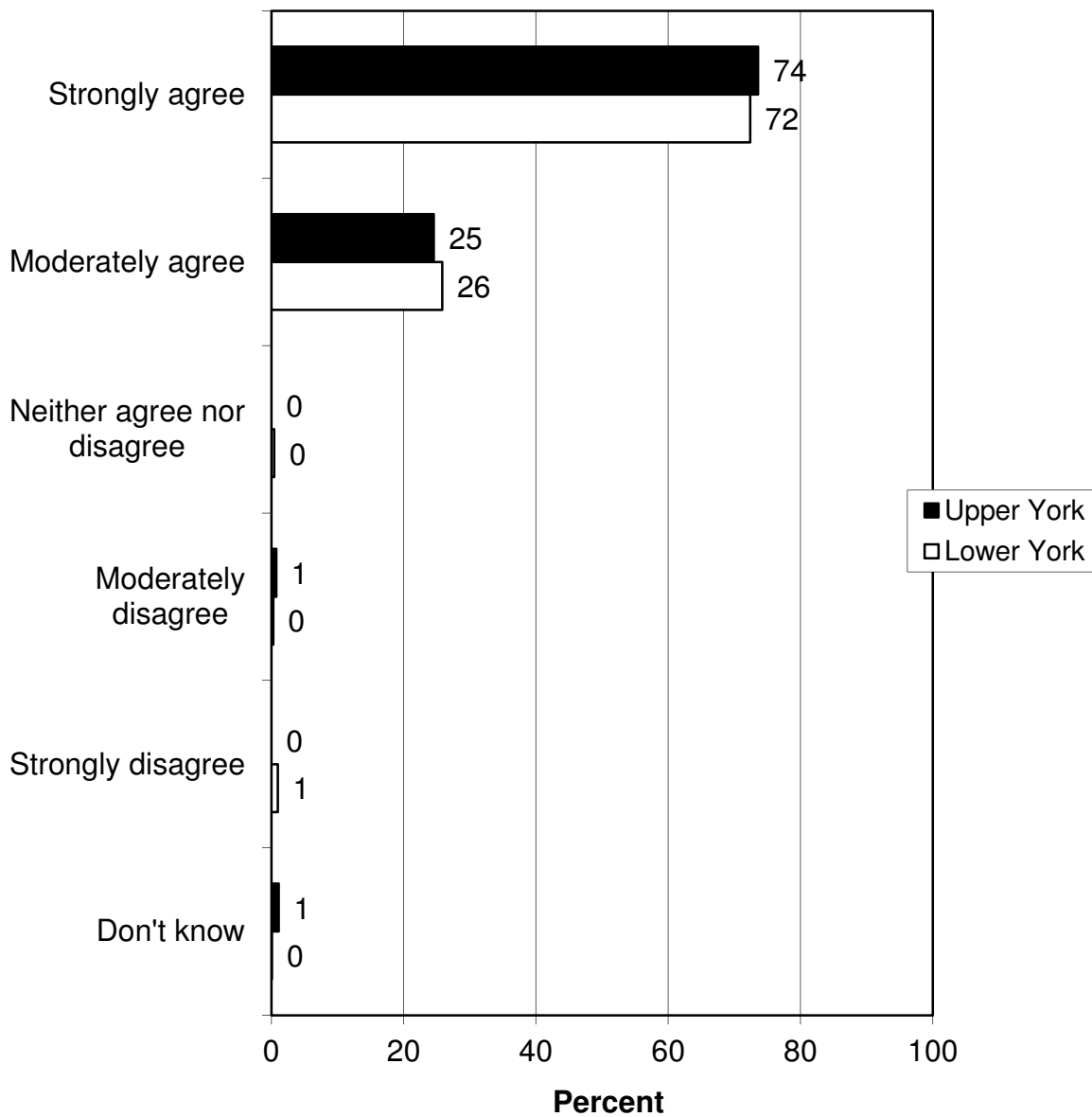
Q71. Before the County makes important decisions, citizens who want to be heard have an opportunity to express their opinions. (Do you agree or disagree with this statement?)



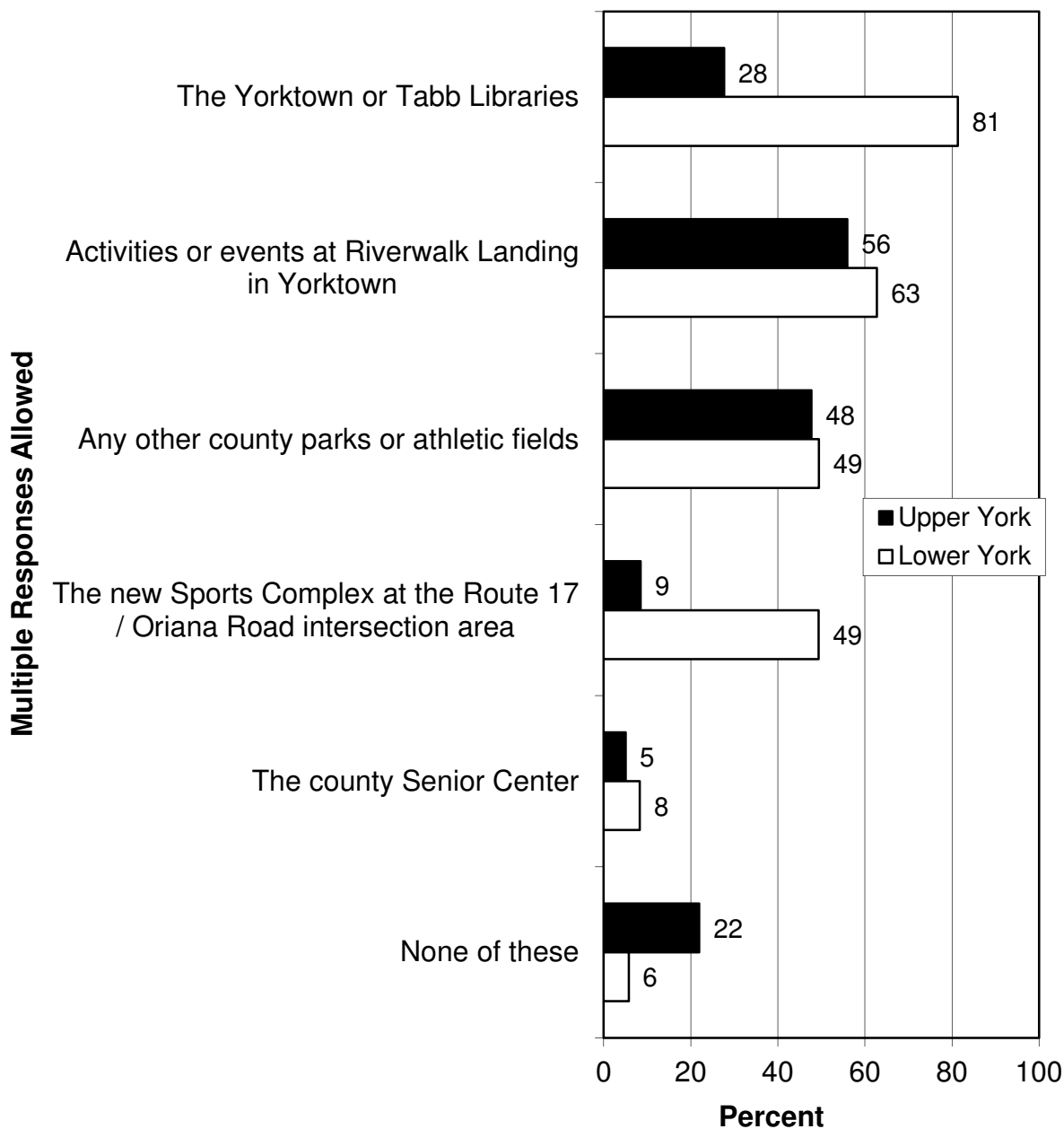
Q72. If I inform the County about how I feel on an issue, my opinion will be taken into consideration before a decision is made. (Do you agree or disagree with this statement?)



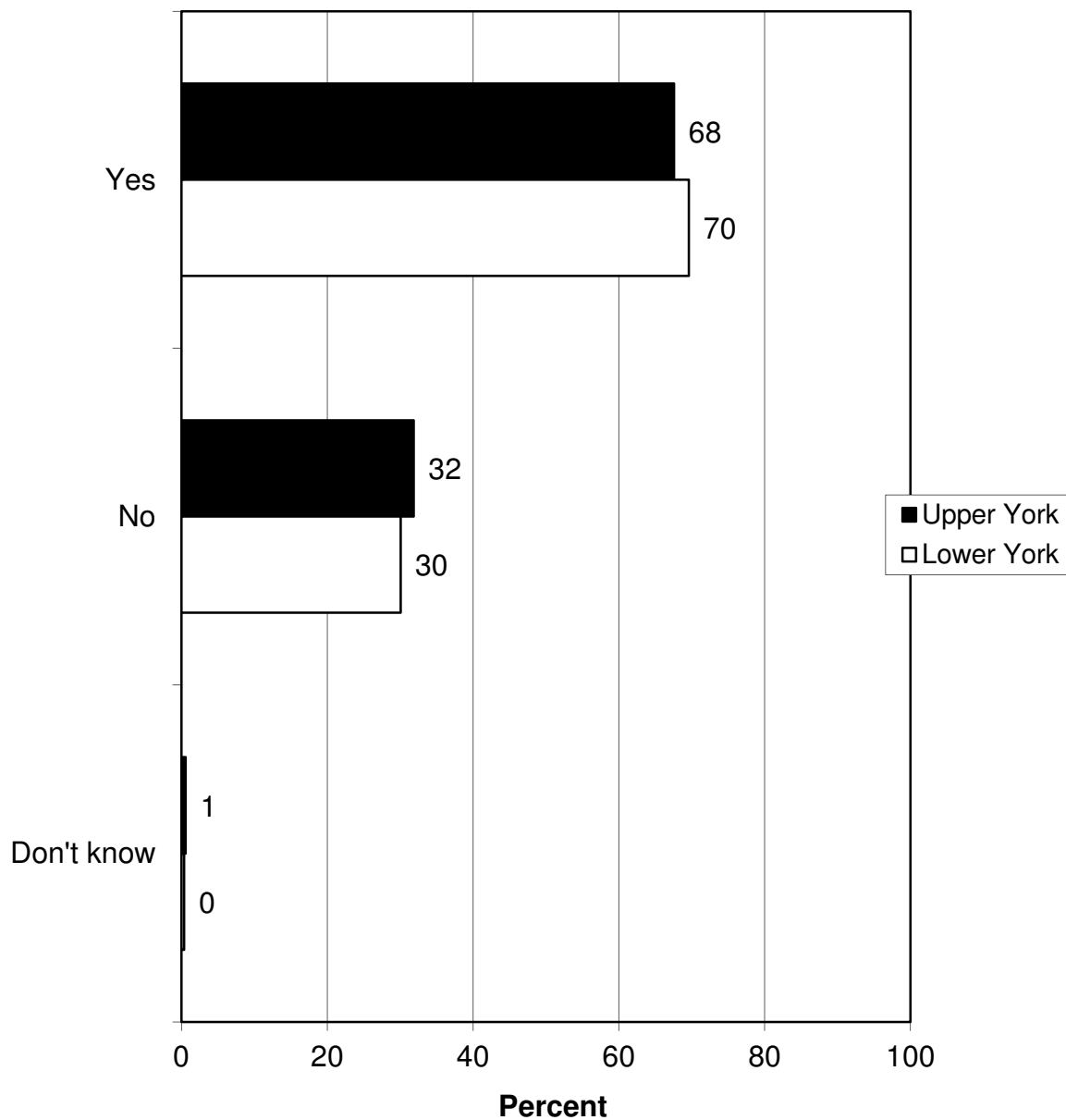
Q73. York County, in general, is a safe place to live. (Do you agree or disagree with this statement?)



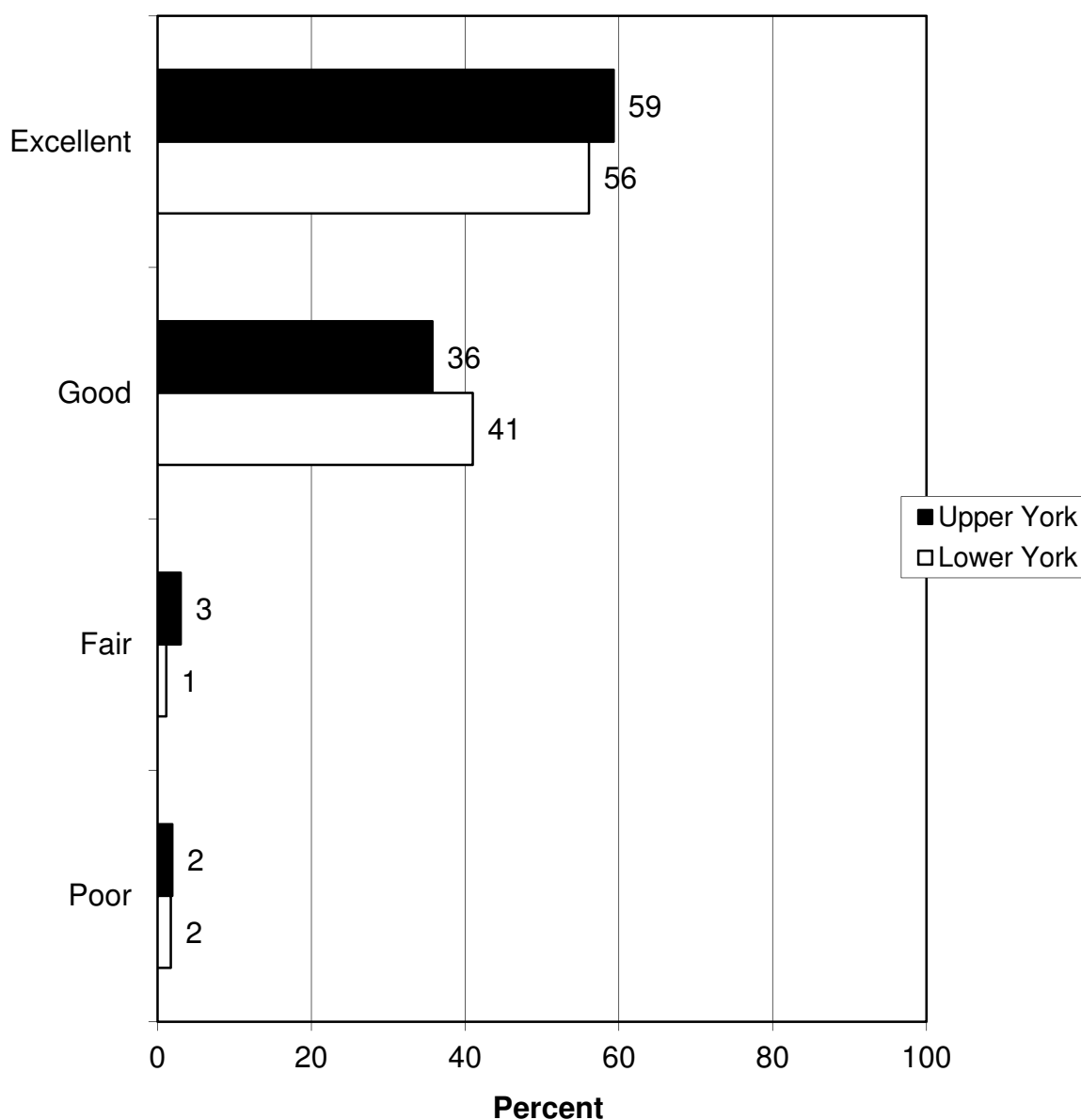
Q76. Next, I would like to know if you have visited or participated in any activities at any of the following in York County in the past 12 months? How about...?



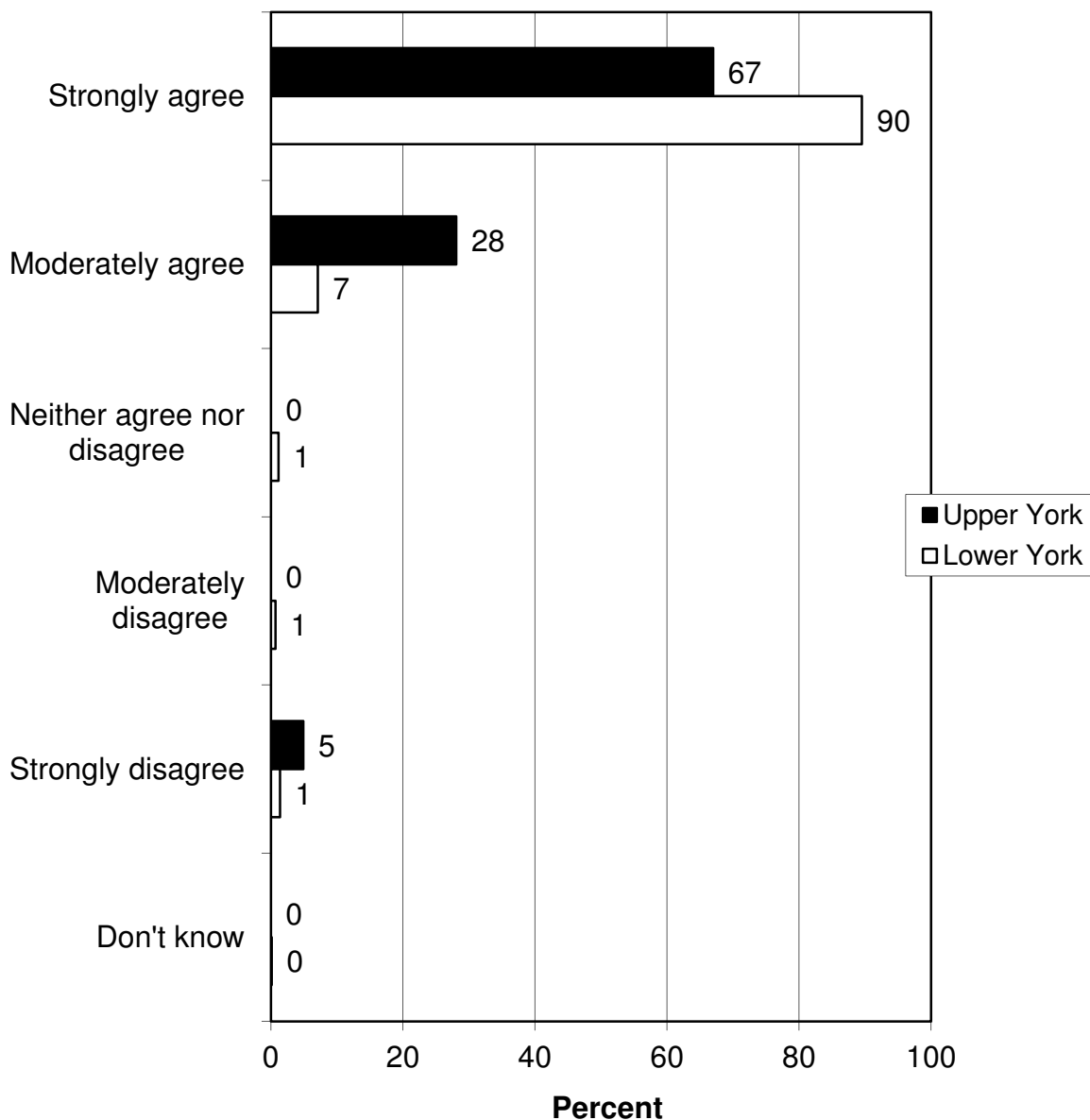
Q77. Have you had any personal interaction with a York County employee in the past 12 months in person, by telephone, by e-mail, or by mail?



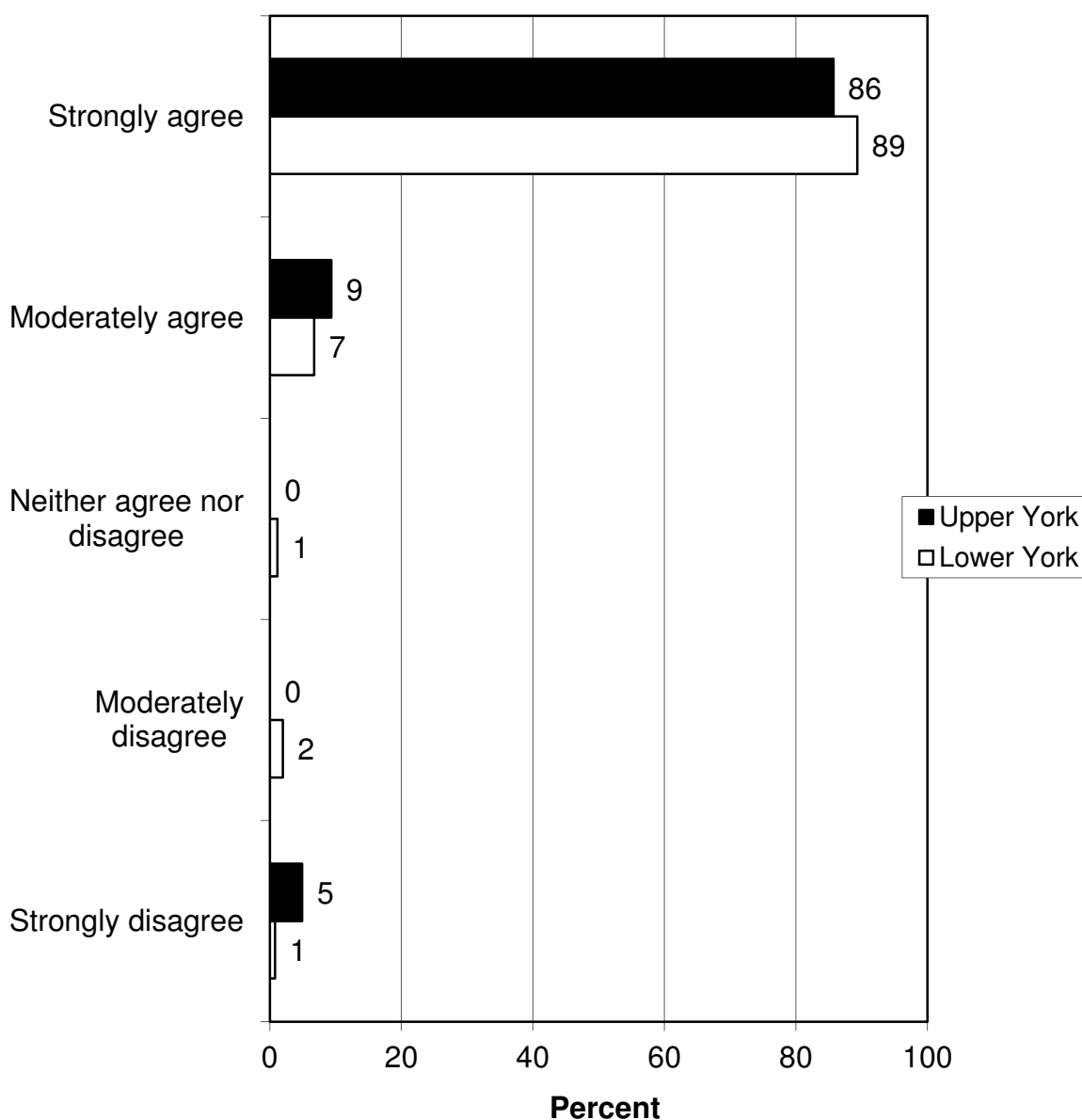
Q78. In general, how would you rate the quality of your interaction with York County employees in the past 12 months? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)



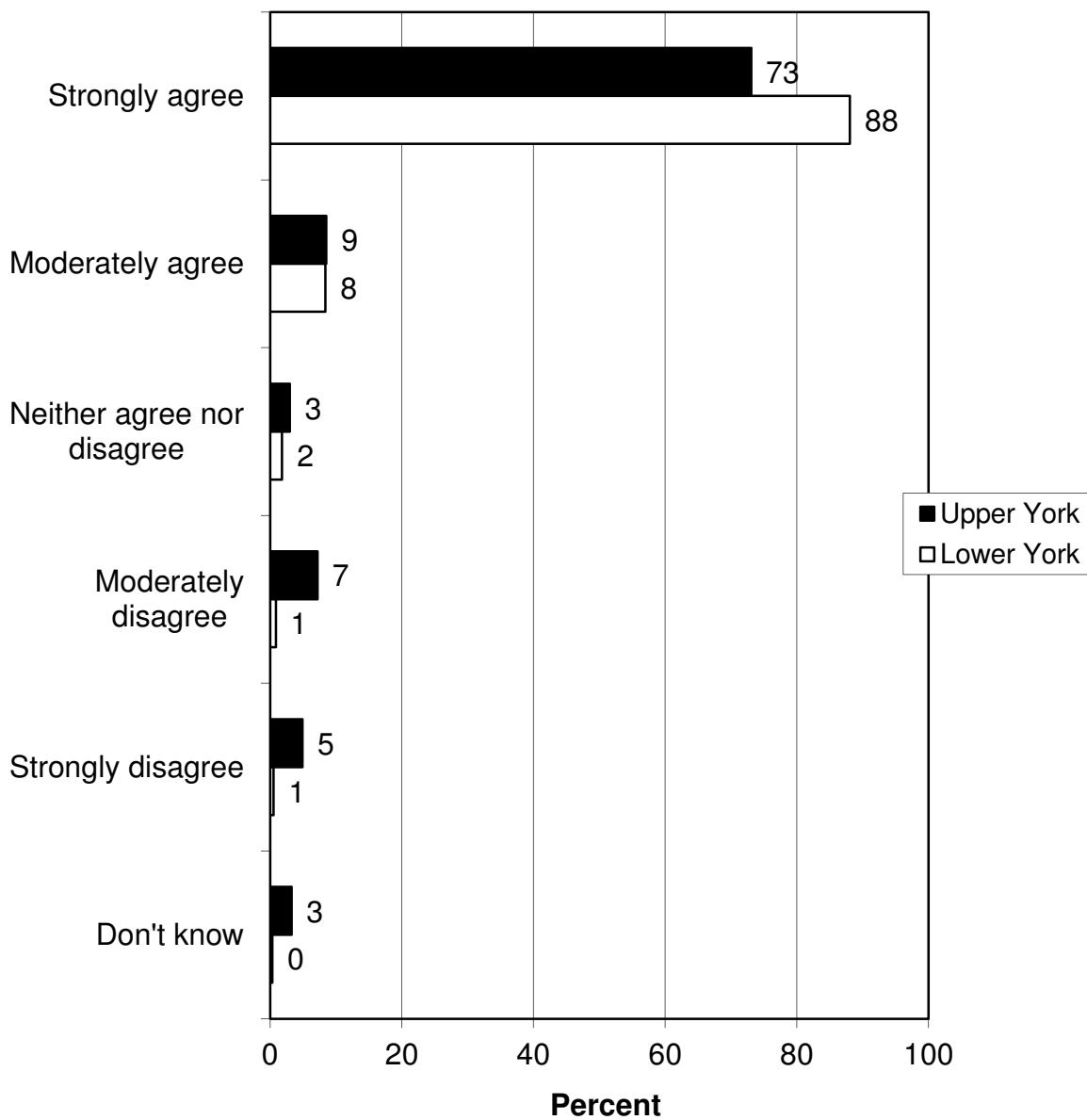
Q80. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was responsive? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)



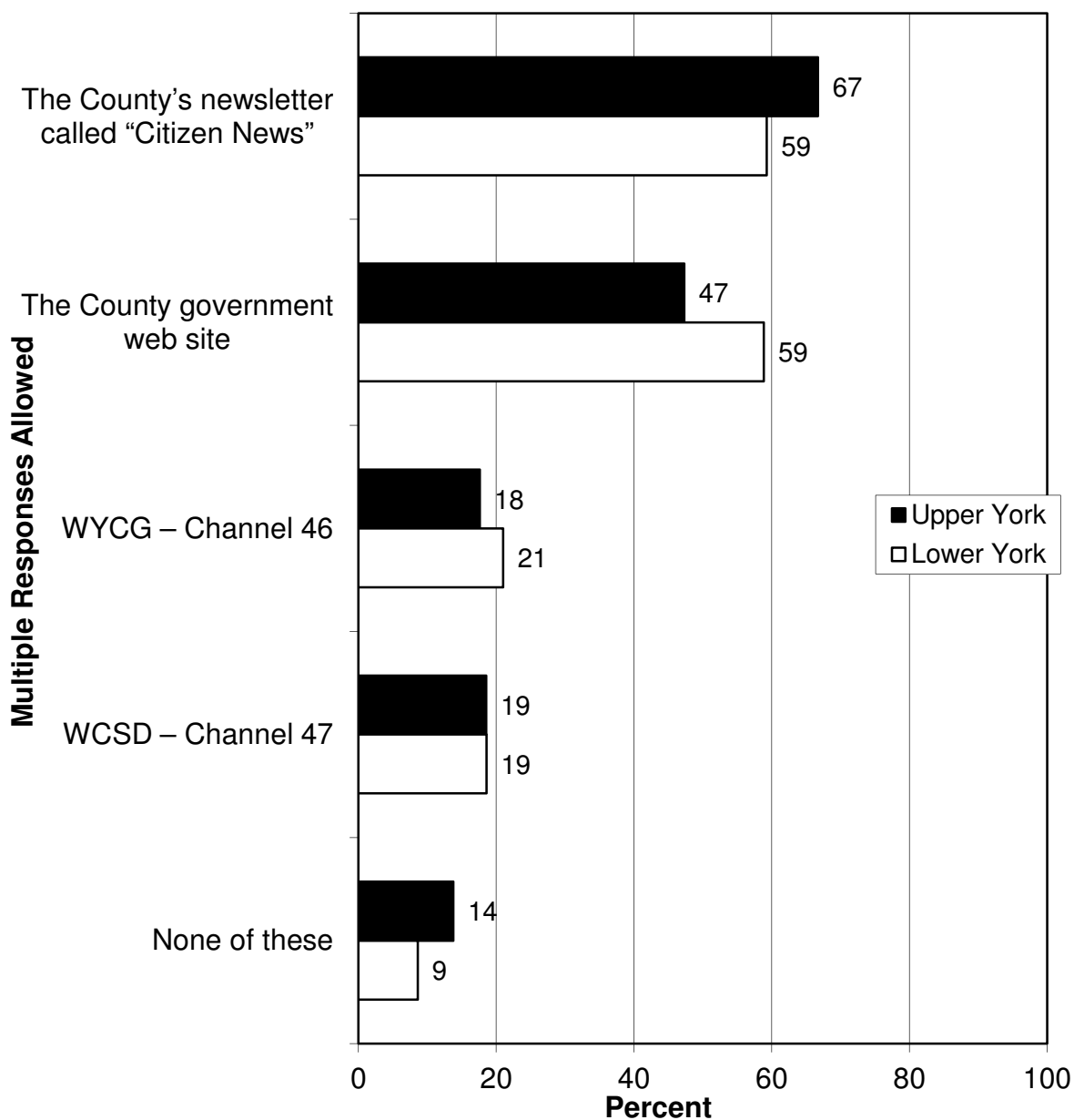
Q81. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was courteous? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)



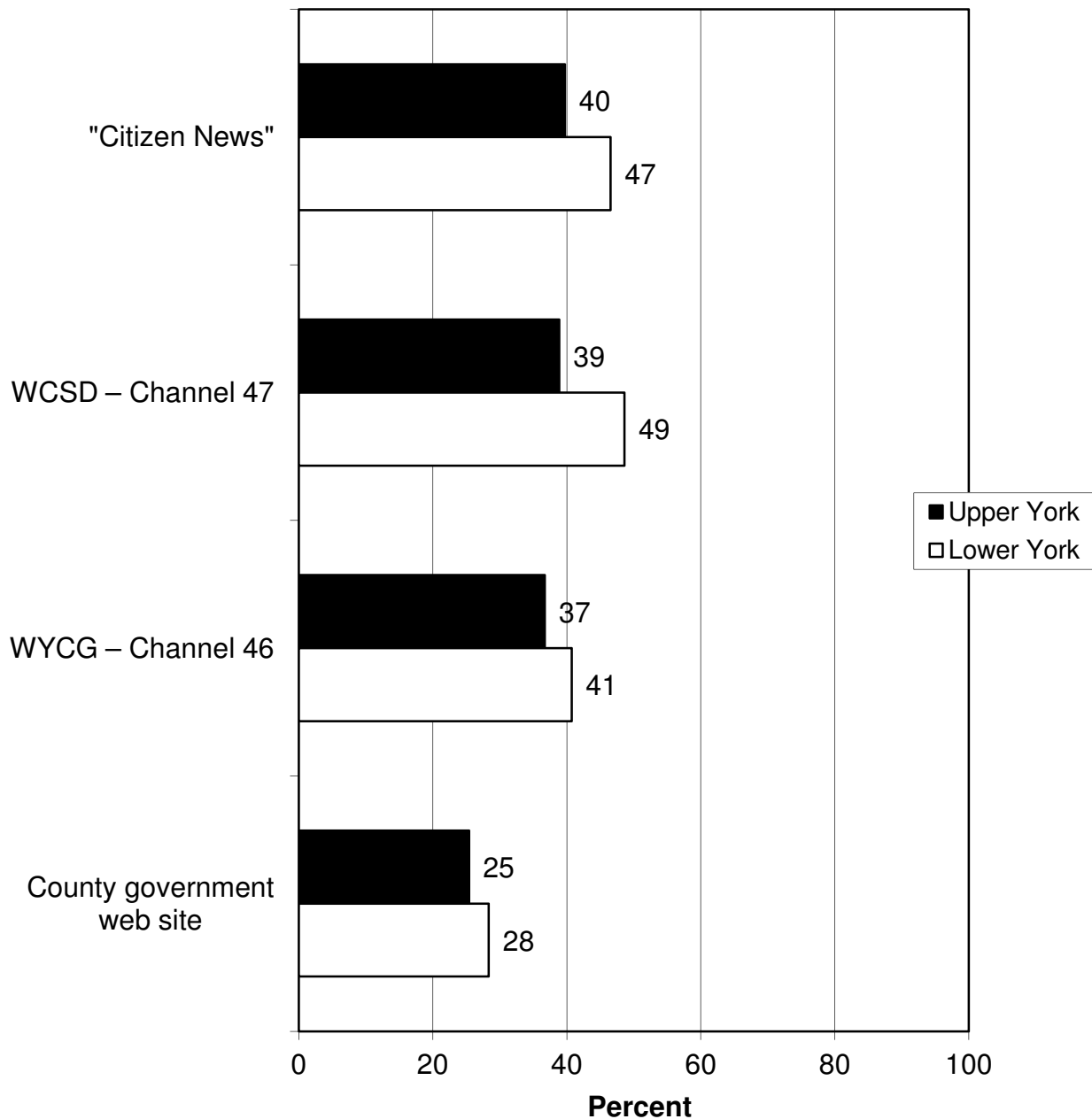
Q82. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was knowledgeable? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)



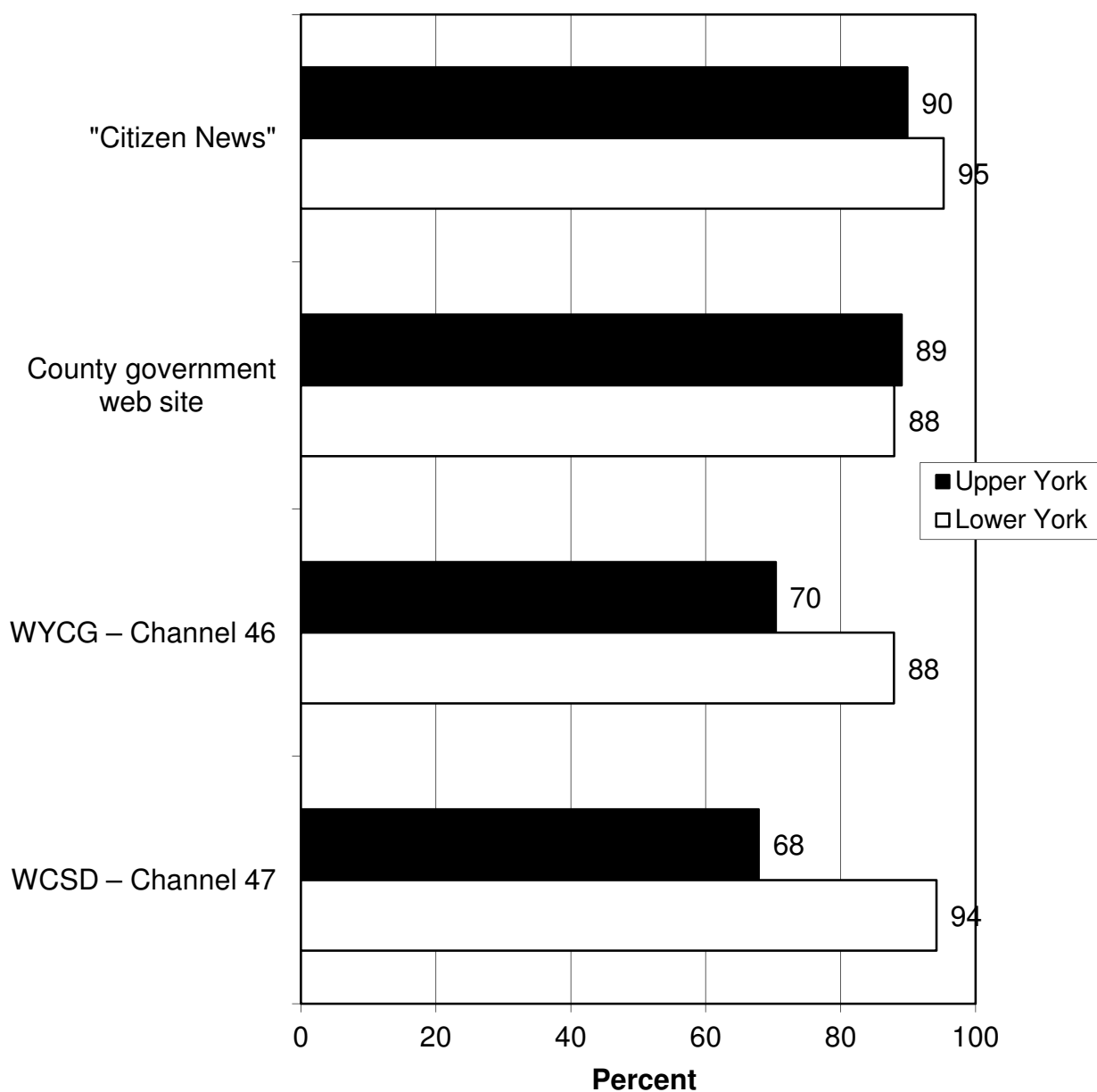
Q85. From which of the following sources do you get information about County services, programs, and/or government affairs? How about...?



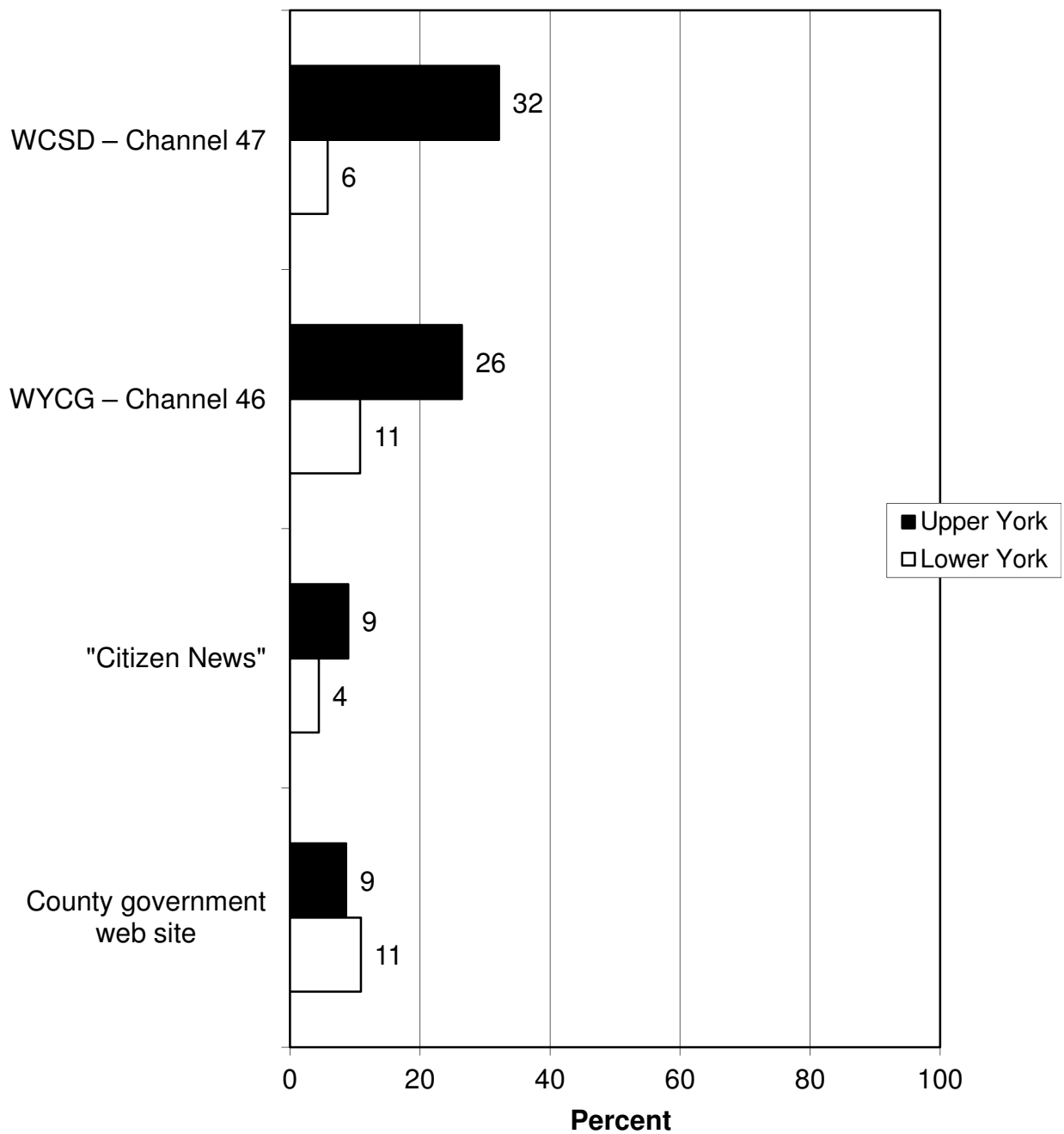
**Q87-Q89. Percent who rated the following
excellent as a source of information about
County services, programs, and/or government
affairs.**



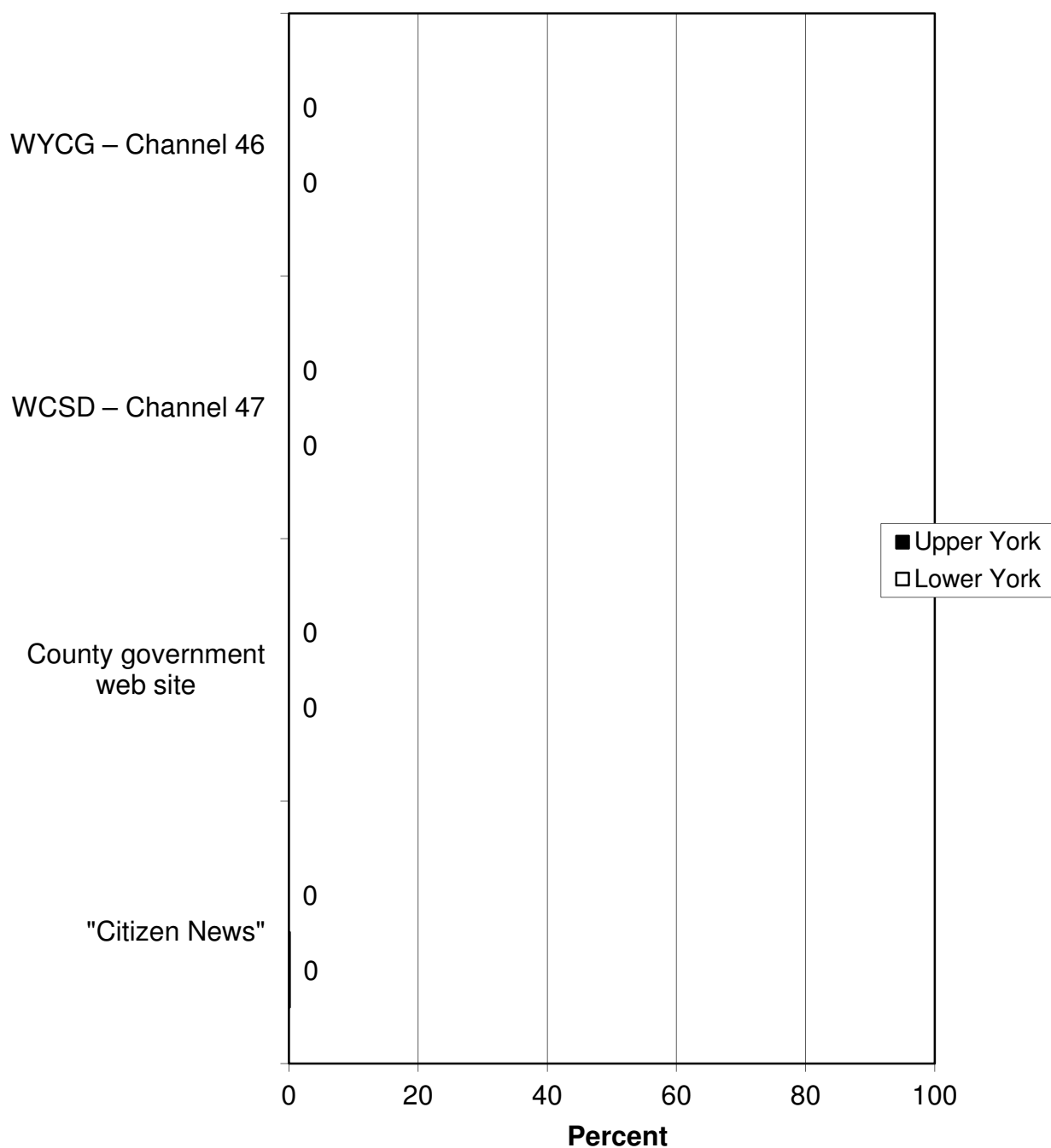
**Q87-Q89. Percent who rated the following
excellent or good as a source of information
about County services, programs, and/or
government affairs.**



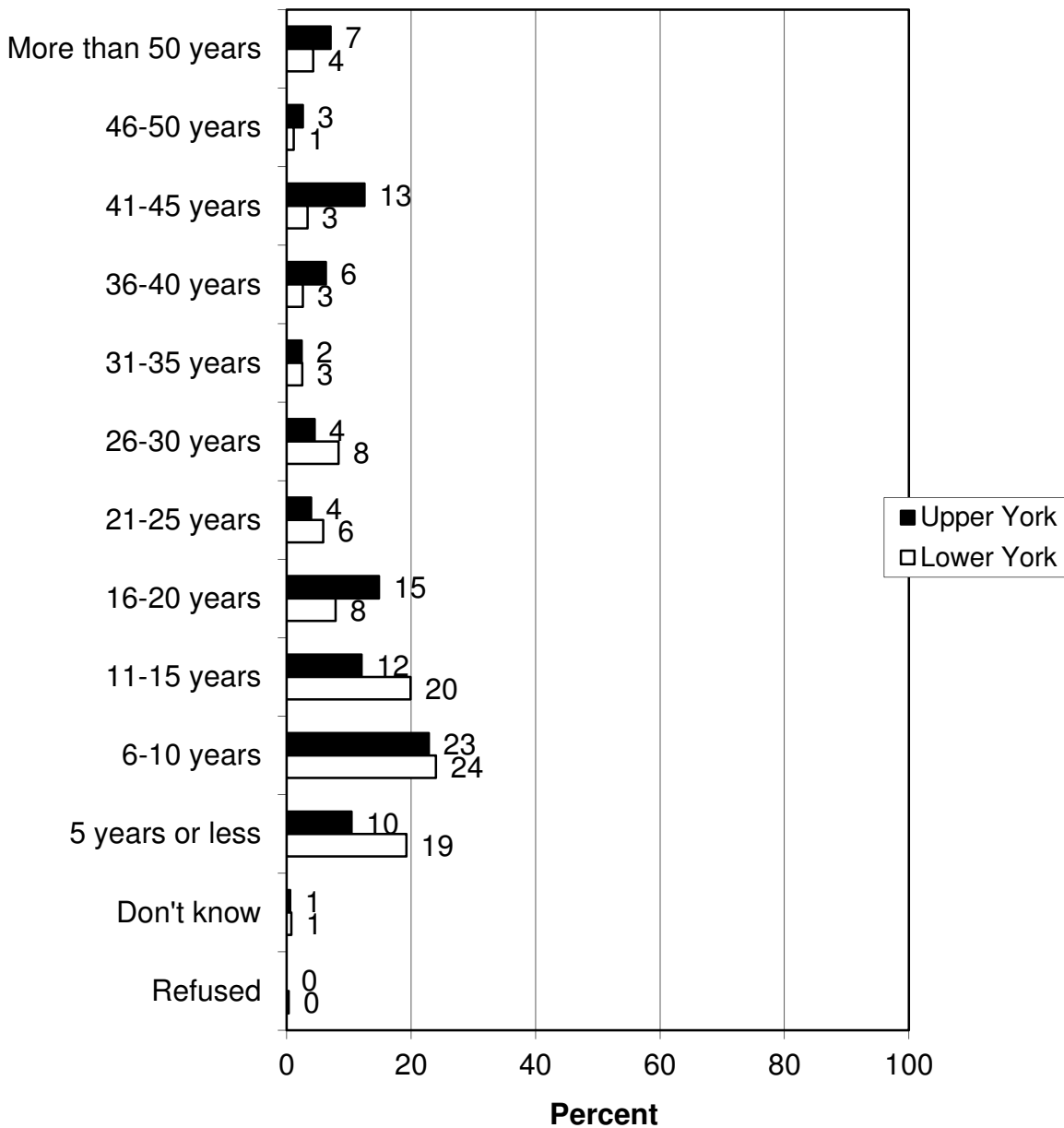
Q87-Q89. Percent who rated the following fair or poor as a source of information about County services, programs, and/or government affairs.



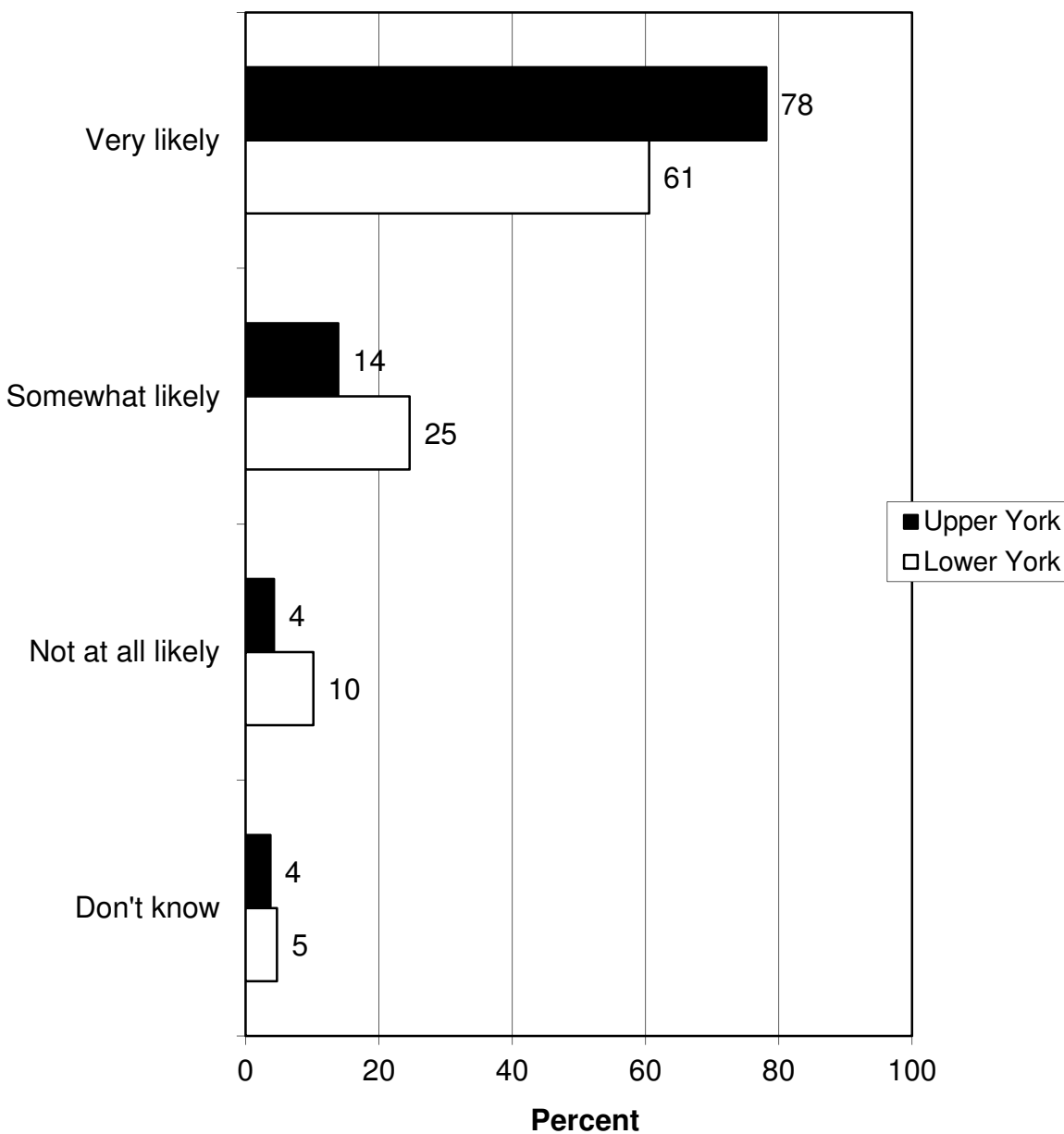
**Q87-Q89. Percent who rated the following poor
as a source of information about County
services, programs, and/or government affairs.**



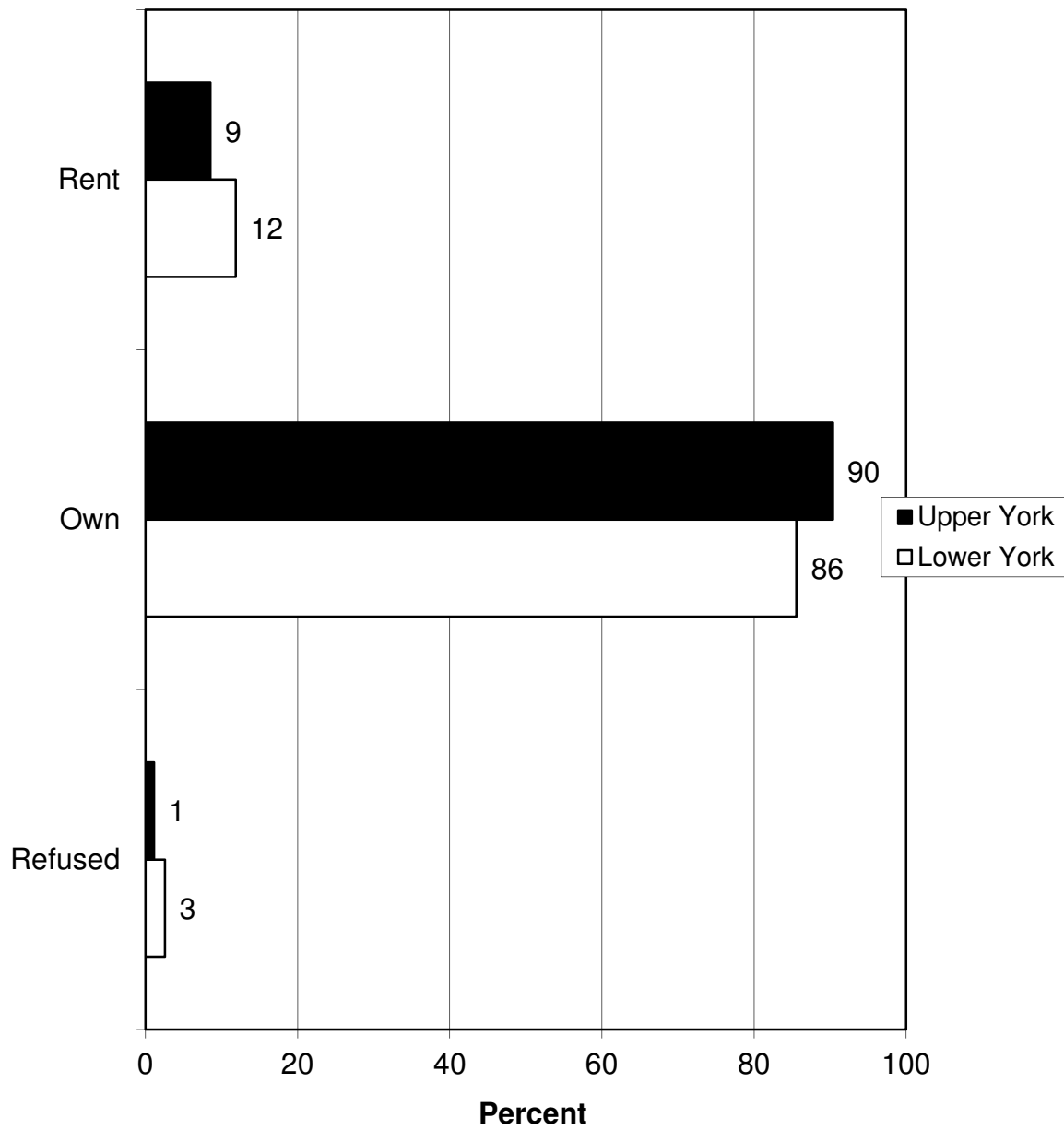
Q93. How many years have you lived in York County?



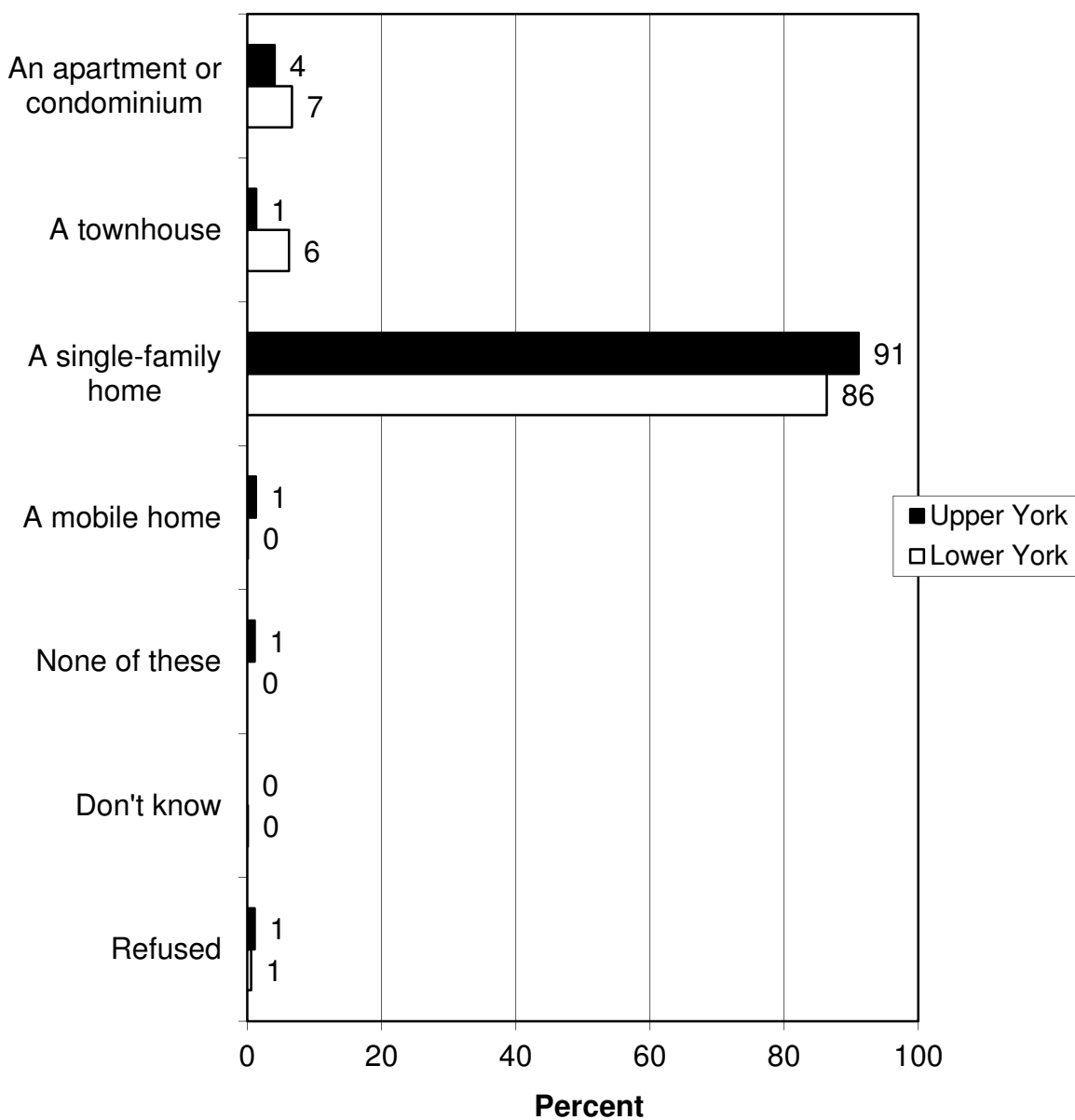
Q96. How likely are you to be living in York County 5 years from now?



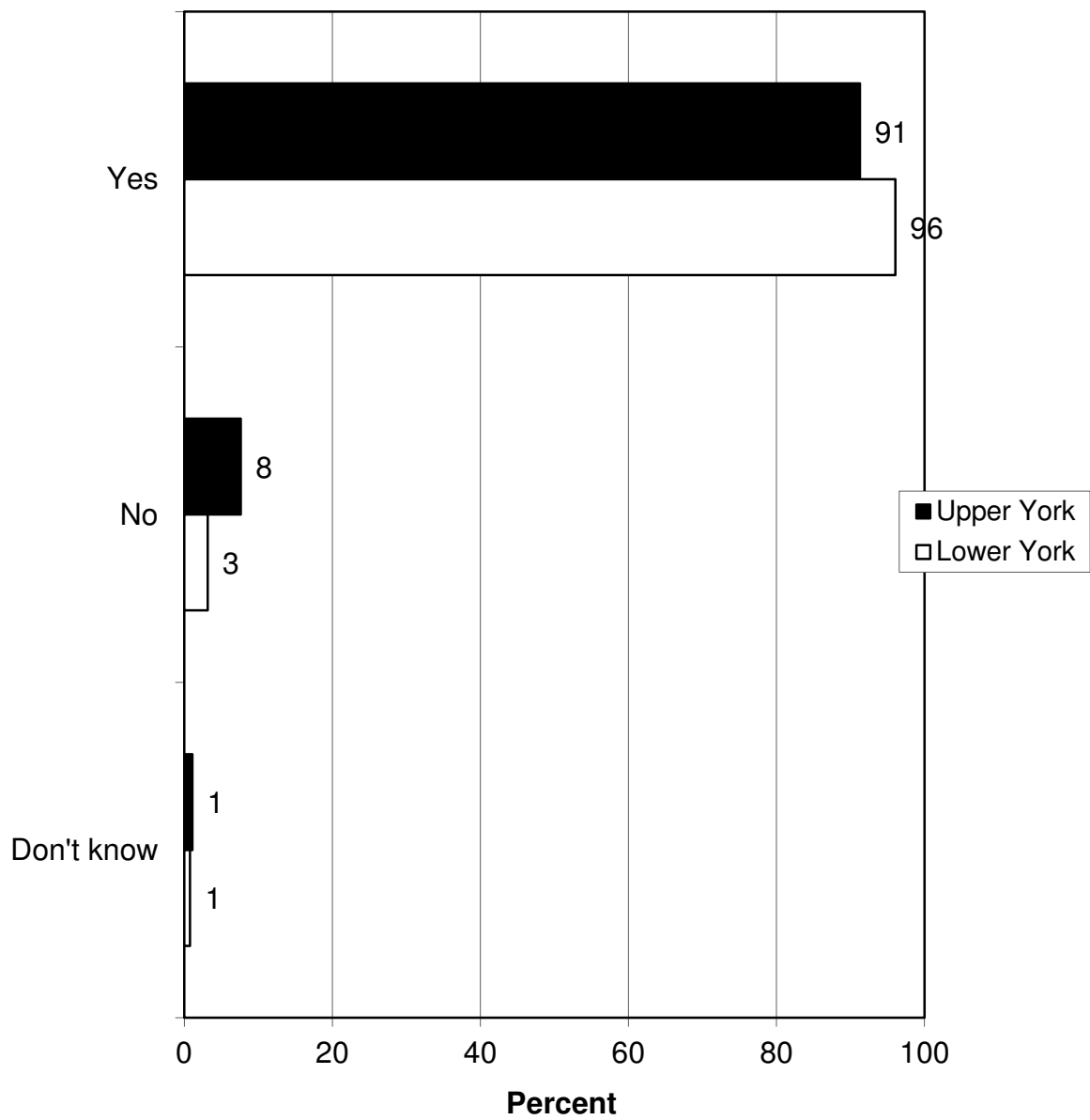
Q97. Do you rent or own your current place of residence?



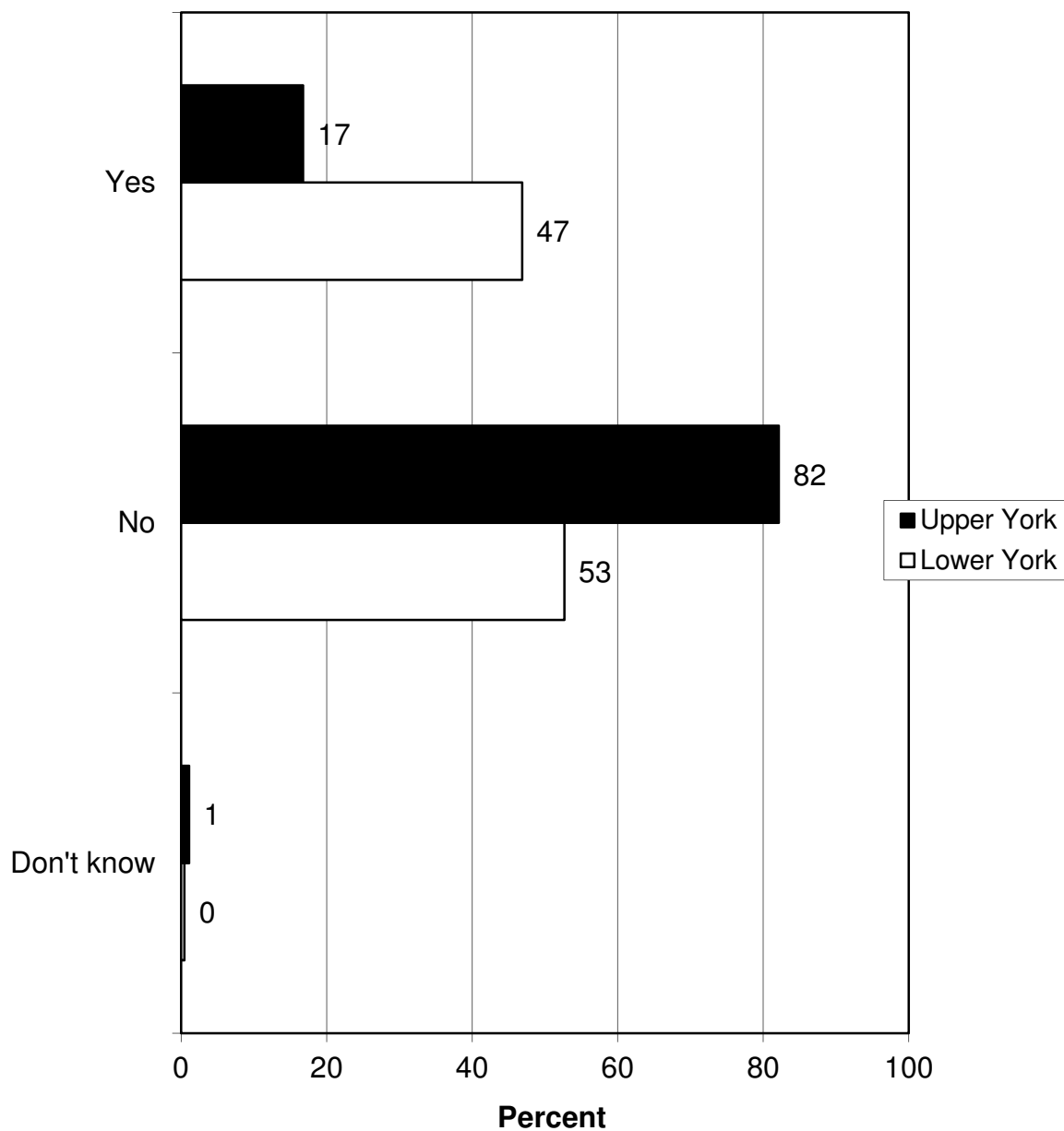
Q98. Do you consider your place of residence to be an apartment or condominium, a townhouse, a single-family home, a mobile home, or none of these?



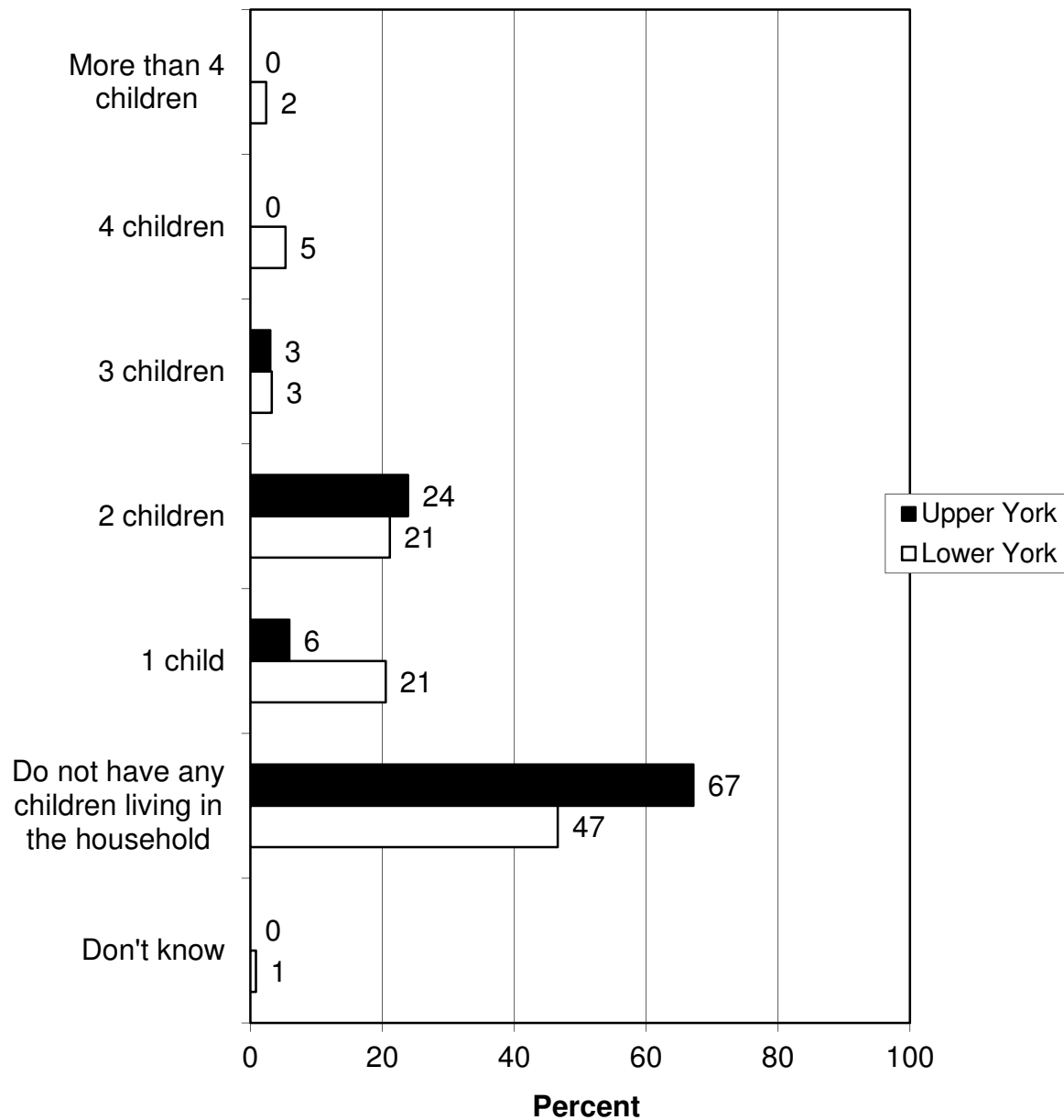
Q100. Do you have Internet access in your home?



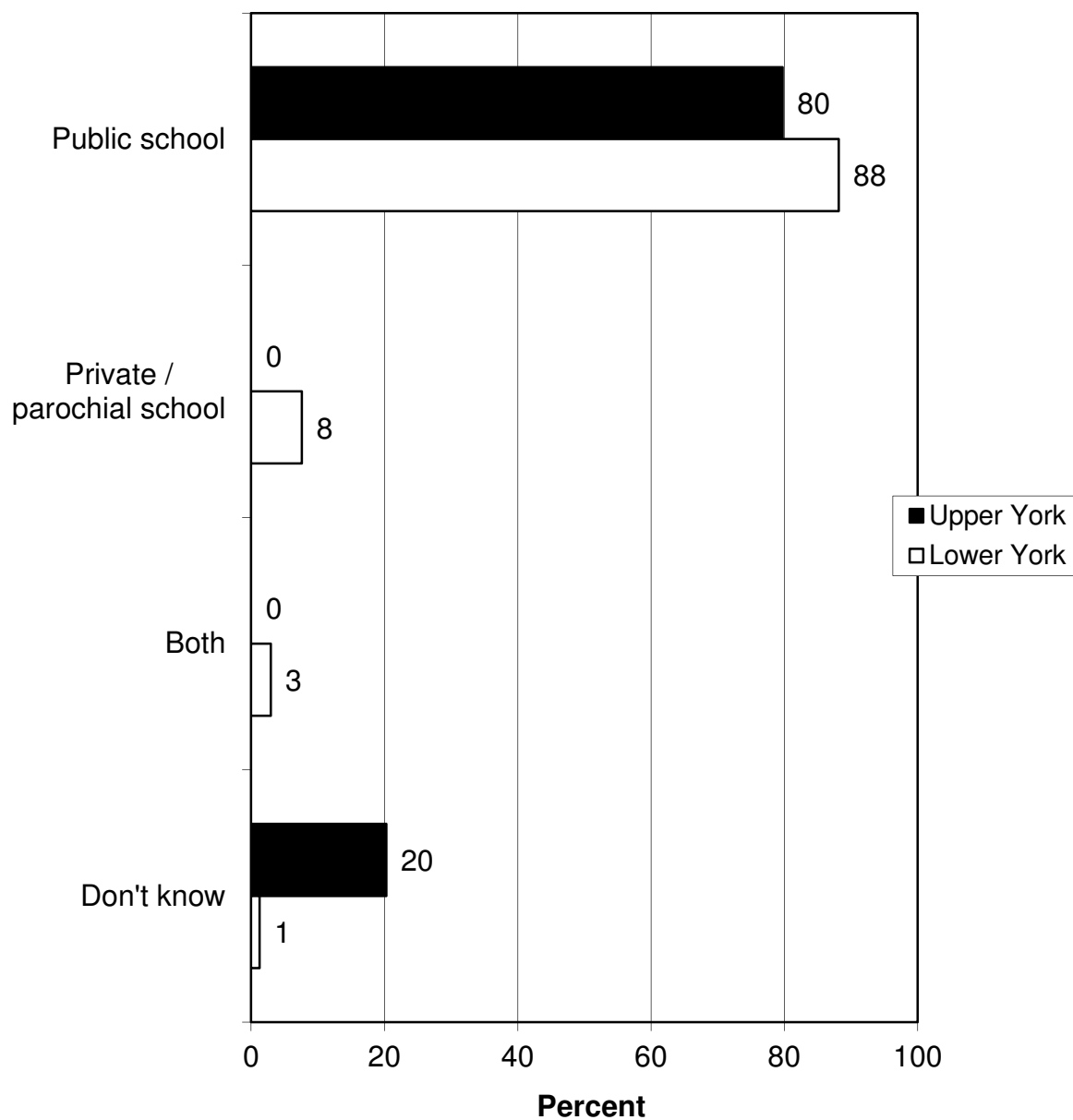
Q101. Is anyone in your household on active military duty or a military retiree?



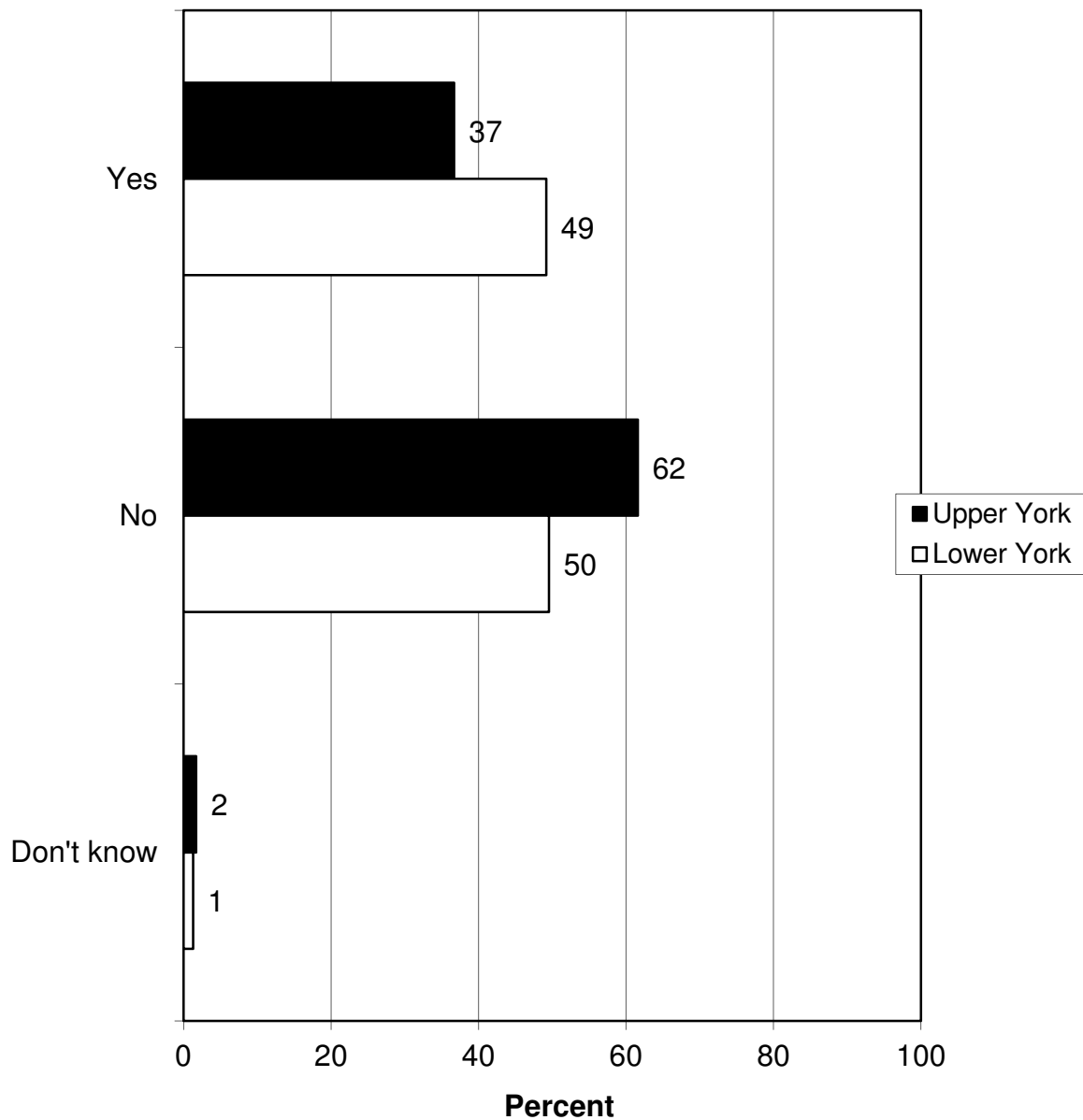
Q102. How many children, age 17 or younger, do you have living in your household?

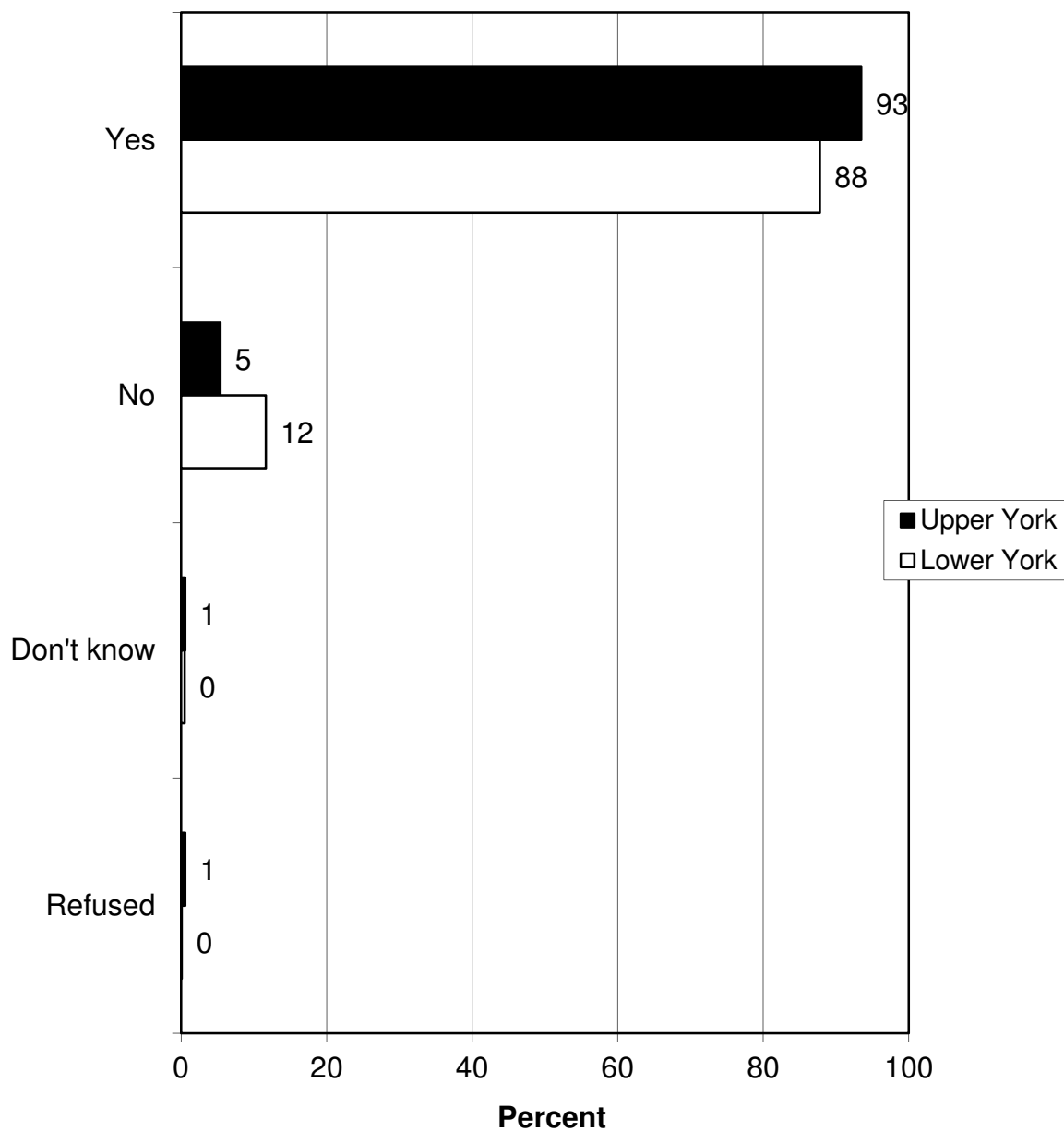


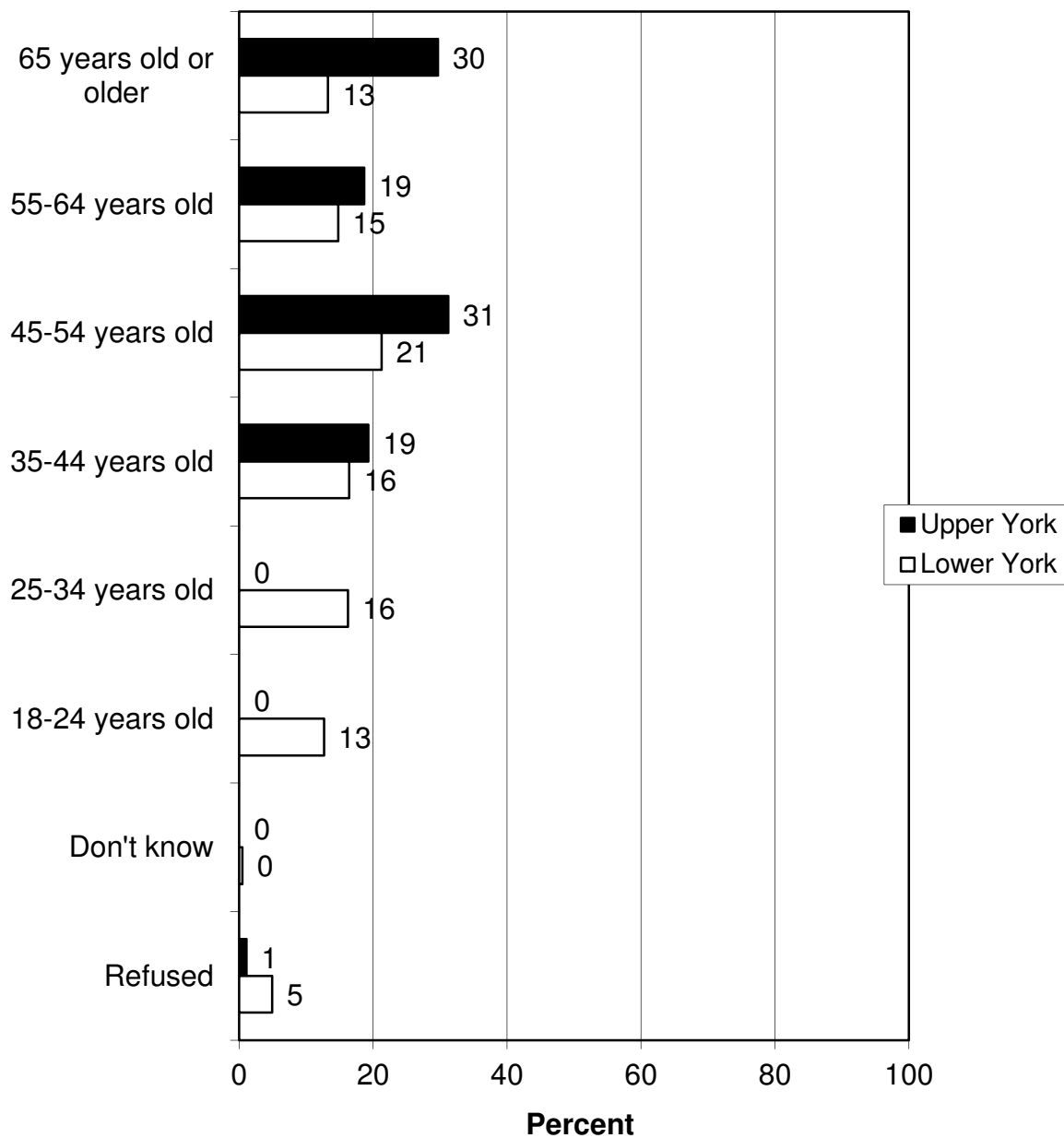
Q107. [Is/Are] the [child/children] living in your household currently attending public school or private / parochial school in York County?

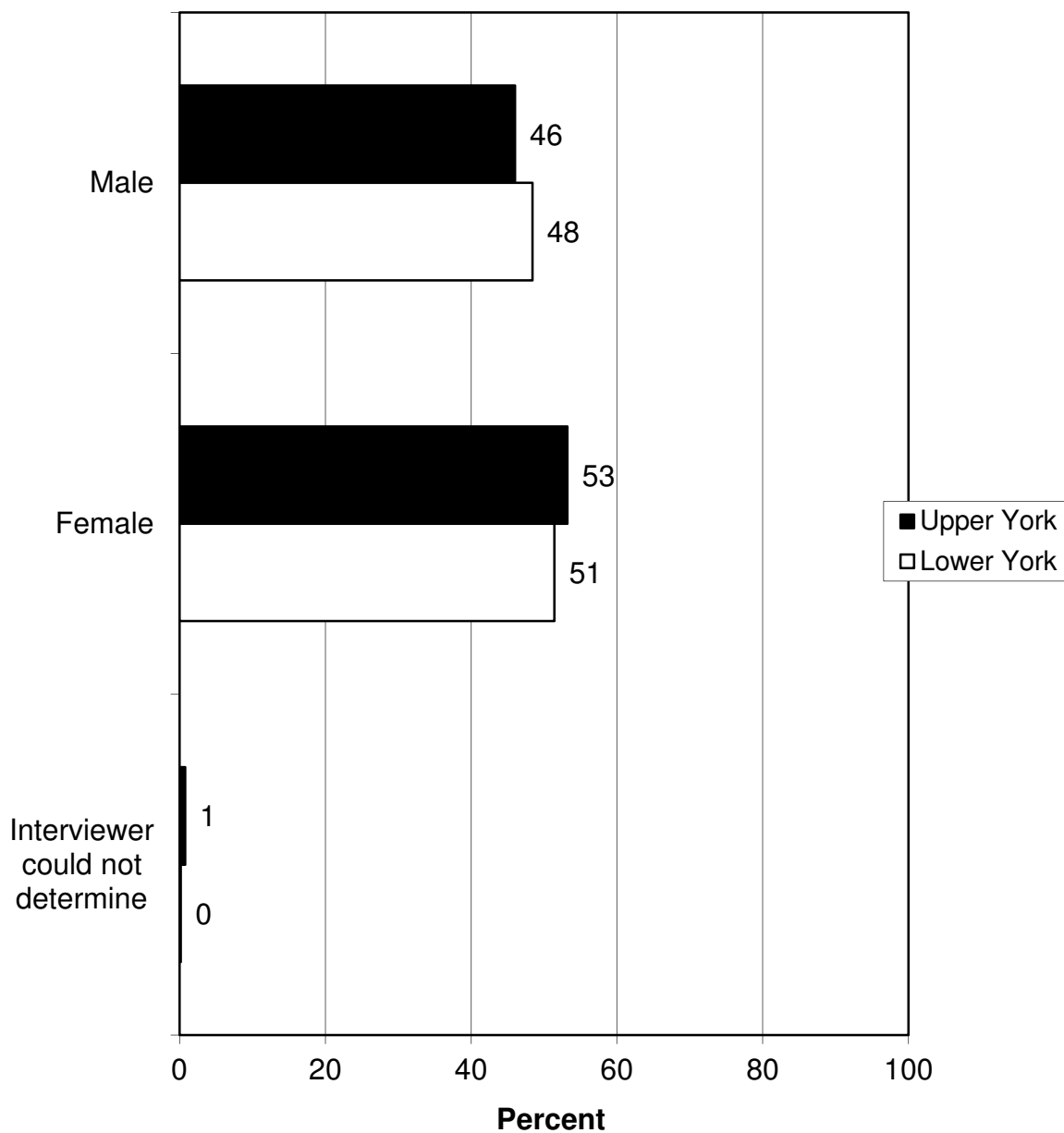


**Q108. [Has/Have] the [child/children] living in
your household participated in any youth
recreation programs or leagues in York County
in the past 12 months?**



Q109. Are you currently registered to vote in York County?

Q114. Respondent's age.

Q121. Respondent's gender. (Observed; not asked by interviewer.)

APPENDIX G: SURVEY INSTRUMENT

(with most of the code removed for legibility; only the code that explains skips is included)

2014-2015 York County Citizens' Perception Survey

5. ENTER REGION FROM CALL SHEET

☐ 1. Upper York

☐ 2. Lower York

6. Hello, my name is _____, and I am calling on behalf of York County. We are calling to ask some questions about your opinions of living in York County. We are not selling anything or asking for donations. Do you have a few minutes to answer some questions for me?

9. Are you at least 18 years of age? [SCREENER]

11. Do you reside in York county? [SCREENER]

14. First, what is the SINGLE MAIN reason you live in York County?

(DO NOT READ LIST)

☐ 2. Family lives here or nearby

☐ 3. Work in or nearby

☐ 4. Grew up here

☐ 5. Like it here / good place to live

☐ 6. Good place to raise children

☐ 7. Quality services / facilities

☐ 8. Good / quality schools

☐ 9. Access to the water / can boat here / mentions boating

☐ 10. Like rural / country feel

☐ 11. Low crime rate / safe

☐ 12. Other [DATA CAPTURED AT QUESTION 15]

☐ 13. Don't know

=====

16. Next, please tell me how you would rate each of the following in York County.

[EACH QUESTION HAS THIS PARENTHETICAL REMINDER AND USES THIS RESPONSE SET.]

(Would you rate this as excellent, good, fair, or poor?)

☐ 2. Excellent

☐ 3. Good

☐ 4. Fair

☐ 5. Poor

☐ 6. (DNR) Don't know

17. How about the overall quality of life in York County?

18. Choose a random starting question [RANDOMIZES ORDER OF THE REST OF THE QUESTIONS IN THIS SERIES.]

19. How about York County as a place to live?

20. How about York County as a place to raise children?

21. How about York County as a place to work?

22. How about York County as a place to retire?

23. How about the overall value you receive for your tax dollars in York County?

24. How about the overall appearance of York County?

25. How about the overall quality of new development in York County?

26. How about the variety of housing options in York County?

27. How about employment opportunities in York County?

28. How about educational opportunities in York County?

29. How about recreational opportunities, parks, and athletic fields in York County?

30. How about opportunities to attend cultural activities in York County?

31. How about opportunities to participate in community matters and affairs in York County?

32. How about traveling by car on York County roads?

33. How about the overall quality of the natural environment in York County?

34. How about the overall image or reputation of York County?

=====

=====

35. Overall, how would you rate the services provided by York County?

(Would you rate County services as excellent, good, fair, or poor?)

(IF ASKED: Services in general. Some examples of services are, but not limited to, fire and rescue services, law enforcement services, and trash collection.)

☐ 2. Excellent

☐ 3. Good

☐ 4. Fair

☐ 5. Poor

☐ 6. (DNR) Don't know

=====

36. Next, please tell me how you rate each of the following specific services or facilities provided by York County.

[EACH QUESTION HAS THIS PARENTHETICAL REMINDER AND USES THIS RESPONSE SET.]

(Would you rate this as excellent, good, fair, or poor?)

☐ 2. Excellent

☐ 3. Good

☐ 4. Fair

☐ 5. Poor

☐ 6. (DNR) Don't know

37. Choose a random starting question [RANDOMIZES ORDER OF THE QUESTIONS IN THIS SERIES.]

38. How about Fire and Rescue Services?

39. How about the Sheriff's Office and law enforcement?

40. How about public school buildings and facilities?

41. How about public school system's instructional programs?

42. How about youth recreation programs or leagues?

43. How about adult recreation programs or leagues?

44. How about the Sports Complex?

45. How about Senior Center facilities and programs?

46. How about the Yorktown and Tabb Library facilities?

47. How about materials and programs offered in the Yorktown and Tabb libraries?

48. How about services for people who are disadvantaged, such as housing assistance and social services?

49. How about trash collection services?

50. How about residential recycling program?

51. How about special leaf collection program?

52. How about special debris collection service such as for tree limbs?

53. How about stormwater drainage systems and maintenance?

54. How about efforts to control mosquitoes?

55. How about the appearance of County government office buildings and their properties?

56. How about the appearance of major County roads, such as Routes 17, 171, 199, and 143 where the County, not VDOT, mows and maintains the landscaping?

(IF ASKED: VDOT is the Virginia Department of Transportation.)

57. How about enforcement of codes relating to junk vehicles and junkyards?

58. How about enforcement of codes relating to high grass and weeds, abandoned buildings, and other things that impact the appearance of the community?

=====

59. In general, do you think York County is getting better, staying the same, or getting worse?

- ☐ 2. Getting better (GO TO QUESTION 62)
 - ☐ 3. Staying the same
 - ☐ 4. Getting worse (GO TO QUESTION 66)
 - ☐ 5. (DNR) Don't know
- SKIP TO QUESTION 68

62. Specifically, what do you think has gotten better (in York County)?

(DO NOT READ LIST)

- ☐ 1. Quality of LIFE IN GENERAL (non-specific)
 - ☐ 2. Quality of County SERVICES / FACILITIES
 - ☐ 3. Quality of NATURAL RESOURCES (water, air, etc.)
 - ☐ 4. Quality of RECREATION RESOURCES (parks, trails, etc.)
 - ☐ 5. Job opportunities / the economy
 - ☐ 6. County use of taxes
 - ☐ 7. Residential development
 - ☐ 8. Commercial development
 - ☐ 9. Development in general
 - ☐ 10. Schools
 - ☐ 11. Shopping opportunities
 - ☐ 12. Appearance of York County
 - ☐ 13. Yorktown waterfront
 - ☐ 14. Recreation facilities
 - ☐ 15. Traffic
 - ☐ 16. Crime
 - ☐ 17. Other [DATA CAPTURED AT QUESTION 63]
 - ☐ 18. Don't know
- SKIP TO QUESTION 68

66. Specifically, what do you think has gotten worse (in York County)?

(DO NOT READ LIST)

- ☐ 1. Quality of LIFE IN GENERAL (non-specific)
- ☐ 2. Quality of County SERVICES / FACILITIES
- ☐ 3. Quality of NATURAL RESOURCES (water, air, etc.)
- ☐ 4. Quality of RECREATION RESOURCES (parks, trails, etc.)
- ☐ 5. Job opportunities / the economy
- ☐ 6. County use of taxes
- ☐ 7. Residential development
- ☐ 8. Commercial development
- ☐ 9. Development in general
- ☐ 10. Schools
- ☐ 11. Shopping opportunities
- ☐ 12. Appearance of York County
- ☐ 13. Yorktown waterfront
- ☐ 14. Recreation facilities
- ☐ 15. Traffic
- ☐ 16. Crime
- ☐ 17. Other [DATA CAPTURED AT QUESTION 67]
- ☐ 18. Don't know

68. In your opinion, was the amount of new residential construction in York County in the past 5 years too much, about the right amount, or too little?

(IF ASKED: Residential construction would include new neighborhoods, subdivisions, and apartment buildings for residential housing.)

- ☐ 2. Too much
- ☐ 3. About the right amount
- ☐ 4. Too little
- ☐ 5. (DNR) Don't know

69. In your opinion, was the amount of new commercial construction in York County in the past 5 years too much, about the right amount, or too little?

(IF ASKED: Commercial construction would include new businesses and shopping centers.)

- ☐ 2. Too much
- ☐ 3. About the right amount
- ☐ 4. Too little
- ☐ 5. (DNR) Don't know

=====

70. Next, please tell me if you agree or disagree with each of the following statements.

[EACH QUESTION HAS THIS PARENTHETICAL REMINDER AND USES THIS RESPONSE SET.]

(Do you agree or disagree with this statement?)

- ☐ 2. Strongly agree
- ☐ 3. Moderately agree
- ☐ 4. Neither agree nor disagree
- ☐ 5. Moderately disagree
- ☐ 6. Strongly disagree
- ☐ 7. (DNR) Don't know

71. Before the County makes important decisions, citizens who want to be heard have an opportunity to express their opinions.

72. If I inform the County about how I feel on an issue, my opinion will be taken into consideration before a decision is made.

73. York County, in general, is a safe place to live.

=====

=====

76. Next, I would like to know if you have visited or participated in any activities at any of the following in York County in the past 12 months? How about...?

(READ LIST; CHECK ALL THAT APPLY)

- ☐ 1. The new Sports Complex at the Route 17 / Oriana Road intersection area
- ☐ 2. Any other county parks or athletic fields
- ☐ 3. The county Senior Center
- ☐ 4. The Yorktown or Tabb Libraries
- ☐ 5. Activities or events at Riverwalk Landing in Yorktown
- ☐ 6. (DNR) None of these

77. Have you had any personal interaction with a York County employee in the past 12 months in person, by telephone, by e-mail, or by mail?

- ☐ 2. Yes (GO TO QUESTION 78)
 - ☐ 3. No
 - ☐ 4. (DNR) Don't know
- SKIP TO QUESTION 85

78. In general, how would you rate the quality of your interaction with York County employees in the past 12 months?

- ☐ 2. Excellent
- ☐ 3. Good
- ☐ 4. Fair
- ☐ 5. Poor
- ☐ 6. (DNR) Don't know

=====

79. Choose a random starting question [THE ORDER OF THE NEXT THREE QUESTIONS WILL BE RANDOMIZED.]
[EACH QUESTION USES THIS RESPONSE SET.]

- ☐ 2. Strongly agree
☐ 3. Moderately agree
☐ 4. Neither agree nor disagree
☐ 5. Moderately disagree
☐ 6. Strongly disagree
☐ 7. (DNR) Don't know

80. Do you agree or disagree that the York County employee(s) you had interaction with in the past 12 months was(were) responsive?
81. Do you agree or disagree that the York County employee(s) you had interaction with in the past 12 months was(were) courteous?
82. Do you agree or disagree that the York County employee(s) you had interaction with in the past 12 months was(were) knowledgeable?
- =====
- =====

85. From which of the following sources do you get information about County services, programs, and/or government affairs? How about...?

(READ LIST; CHECK ALL THAT APPLY)

- ☐ 1. WYCG – Channel 46 (government)
 - ☐ 2. WCSD – Channel 47 (schools)
 - ☐ 3. The County government web site
 - ☐ 4. The County's newsletter called "Citizen News"
 - ☐ 5. (DNR) None of these
- IF (#85 @ 5) GO TO #91

86. How would you rate the quality of each of the sources of information you use?

[QUESTIONS ARE ASKED ONLY OF THOSE SOURCES FROM WHICH THE RESPONDENT OBTAINED INFORMATION; EACH QUESTION HAS THIS REMINDER AND USES THIS RESPONSE SET.]

Would you rate it as an excellent, good, fair, or poor source of information about County services, programs, and/or government affairs?

- ☐ 2. Excellent
 - ☐ 3. Good
 - ☐ 4. Fair
 - ☐ 5. Poor
 - ☐ 6. (DNR) Don't know
- IF (#85 @ 1) GO TO #87
 IF (#85 @ 2) GO TO #88
 IF (#85 @ 3) GO TO #89
 IF (#85 @ 4) GO TO #90

87. How about WYCG – Channel 46 (government)?

- IF (#85 @ 2) GO TO #88
- IF (#85 @ 3) GO TO #89
- IF (#85 @ 4) GO TO #90
- SKIP TO QUESTION 91

88. How about WCSD – Channel 47 (schools)?

- IF (#85 @ 3) GO TO #89
- IF (#85 @ 4) GO TO #90
- SKIP TO QUESTION 91

89. How about the County government web site?

- IF (#85 @ 4) GO TO #90
- SKIP TO QUESTION 91

90. The County's newsletter called "Citizen News"

91. Great, we're just about through. The final questions are for background information and help us analyze the results.

92. What is your zip code?

93. How many years have you lived in York County?

96. How likely are you to be living in York County 5 years from now?

- ☐ 2. Very likely
- ☐ 3. Somewhat likely
- ☐ 4. Not at all likely
- ☐ 5. (DNR) Don't know

97. Do you rent or own your current place of residence?

- ☐ 2. Rent
☐ 3. Own
☐ 4. (DNR) Refused

98. Do you consider your place of residence to be an apartment or condominium, a townhouse, a single-family home, a mobile home, or none of these?

- ☐ 2. An apartment or condominium
☐ 3. A townhouse
☐ 4. A single-family home
☐ 5. A mobile home
☐ 6. None of these (GO TO QUESTION 99)
☐ 7. (DNR) Don't know
☐ 8. (DNR) Refused
SKIP TO QUESTION 100

99. ENTER OTHER PLACE OF RESIDENCE CONSIDERED TO BE IN

100. Do you have Internet access in your home?

101. Is anyone in your household on active military duty or a military retiree?

102. How many children, age 17 or YOUNGER, do you have living in your household?

IF (#102 = 0) GO TO #109

104. wording computation.

- ☐ 1. Is
☐ 2. Are
COMPUTE IF (#102 = 1) 1
COMPUTE 2

105. wording computation.

- ☐ 1. child
☐ 2. children
COMPUTE IF (#102 = 1) 1
COMPUTE 2

106. wording computation.

- ☐ 1. Has
☐ 2. Have
COMPUTE IF (#102 = 1) 1
COMPUTE 2

107. [Is/Are] the [child/children] living in your household currently attending public school or private / parochial school in York County?

(IF ASKED: Grades K-12.)

- ☐ 2. Public school
☐ 3. Private / parochial school
☐ 4. Both
☐ 5. (DNR) Don't know

108. [Has/Have] the [child/children] living in your household participated in any youth recreation programs or leagues in York County in the past 12 months?

109. Are you currently registered to vote in York County?

112. What races or ethnic backgrounds do you consider yourself? Please mention all that apply.

(DO NOT READ LIST; CHECK ALL THAT APPLY)

- ☐ 1. White or Caucasian
- ☐ 2. Black or African-American
- ☐ 3. Hispanic or Latino (includes Mexican, Central American, etc.)
- ☐ 4. Native American or Alaskan native or Aleutian
- ☐ 5. Native Hawaiian
- ☐ 6. Middle Eastern
- ☐ 7. East Asian (from Japan, China, Korea, Philippines, etc.)
- ☐ 8. South Asian (from India, Pakistan, Bangladesh, etc.)
- ☐ 9. African (NOT African-American)
- ☐ 10. Other [DATA CAPTURED AT QUESTION 113]
- ☐ 11. Don't know
- ☐ 12. Refused

114. May I ask your age?

119. That's the end of the survey. Thanks for your time and cooperation. If you have any additional comments, I can record them here.

(IF ASKED: The results of this survey will be reported to the County Board of Supervisors in a few months.)

120. ENTER ANY IMPORTANT NOTES ABOUT THE SURVEY. (e.g., explanation of abnormal data, inability to enter response to a question correctly)

121. OBSERVE AND RECORD RESPONDENT'S GENDER.

- ☐ 2. Male
- ☐ 3. Female
- ☐ 4. Don't know

ABOUT RESPONSIVE MANAGEMENT

Responsive Management is a nationally recognized public opinion and attitude survey research firm specializing in natural and community resource issues. Its mission is to help communities and natural resource agencies and organizations better understand and work with their constituents, customers, and the public.

Utilizing its in-house, full-service, computer-assisted telephone and mail survey center with 45 professional interviewers, Responsive Management has conducted more than 1,000 telephone surveys, mail surveys, personal interviews, and focus groups, as well as numerous marketing and communications plans, need assessments, and program evaluations on natural resource and outdoor recreation issues.

Clients include most of the federal and state natural resource, outdoor recreation, and environmental agencies, and most of the top conservation organizations. Responsive Management also collects attitude and opinion data for many of the nation's top universities, including the University of Southern California, Virginia Tech, Colorado State University, Auburn, Texas Tech, the University of California—Davis, Michigan State University, the University of Florida, North Carolina State University, Penn State, West Virginia University, and others.

Among the wide range of work Responsive Management has completed during the past 25 years are studies on how the general population values natural resources and outdoor recreation, and their opinions on and attitudes toward an array of natural resource-related issues. Responsive Management has conducted dozens of studies of selected groups of outdoor recreationists, including anglers; boaters; hunters; wildlife watchers; birdwatchers; park visitors; historic site visitors; hikers; and campers; as well as selected groups within the general population, such as landowners; farmers; urban and rural residents; women; senior citizens; children; Hispanics; Asians; and African-Americans. Responsive Management has conducted studies on environmental education, endangered species, waterfowl, wetlands, water quality, and the reintroduction of numerous species such as wolves, grizzly bears, the California condor, and the Florida panther.

Responsive Management has conducted research on numerous natural resource ballot initiatives and referenda and helped agencies and organizations find alternative funding and increase their memberships and donations. Responsive Management has conducted major agency and organizational program needs assessments and helped develop more effective programs based upon a solid foundation of fact. Responsive Management has developed web sites for natural resource organizations, conducted training workshops on the human dimensions of natural resources, and presented numerous studies each year in presentations and as keynote speakers at major natural resource, outdoor recreation, conservation, and environmental conferences and meetings.

Responsive Management has conducted research on public attitudes toward natural resources and outdoor recreation in almost every state in the United States, as well as in Canada, Australia, the United Kingdom, France, Germany, and Japan. Responsive Management routinely conducts surveys in Spanish and has also conducted surveys and focus groups in Chinese, Korean, Japanese, and Vietnamese.

Responsive Management's research has been featured in most of the nation's major media, including CNN, ESPN, *The Washington Times*, *The New York Times*, *Newsweek*, *The Wall Street Journal*, and on the front pages of *The Washington Post* and *USA Today*.

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